MITEL

5604 Wireless Handset

IP-DECT System (Global)
User Guide

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IP-DECT System (Global)
Mitel 5604 Wireless Handset User Guide
December 2011

About Your Phone

This document describes the features and settings of the 5604 handset. This feature-rich handset has a color display, telephony, and messaging. It is designed for use in moderately demanding environments, such as hospitals, but also suited to office environments.

The 5604 handset is suited to users who must be readily reached and/or need mobile voice and messaging features. It is ideal for applications where the user needs either one way messaging or needs to interact with other users. The color display enhances and simplifies the use of the handset.

The 5604 Standard DECT Handset can be upgraded with the Services, Personal Alarm, and/or DECT Location licences.

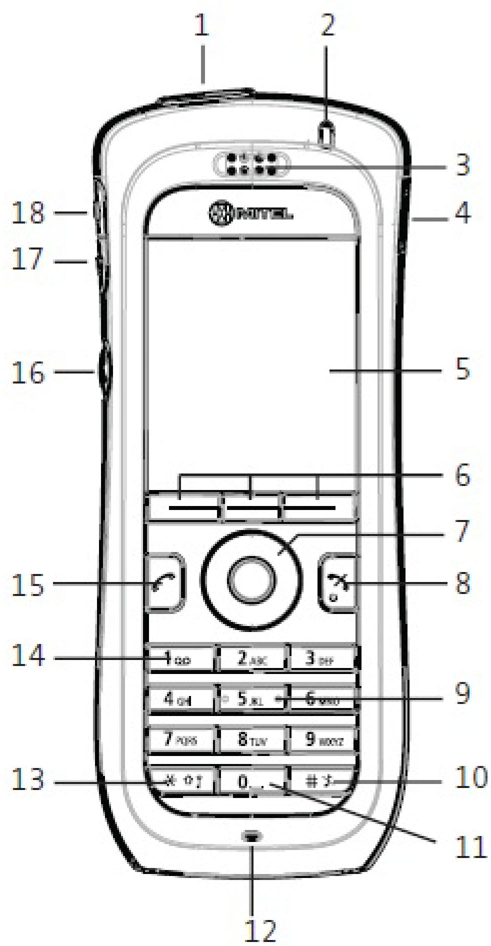


Figure 1: 5604 Handset

Caution: The handset/headset must be fully charged before starting regular use.

Elements of the Handset

1	**Top/Alarm button** This button can be used as a short cut to functions; long or double press modes. In the 5604 Personal Alarm license, the button is used as a push button alarm only.
2	**LED** Indicates incoming call, messaging, low battery, and charging.
3	**Earpiece speaker**
4	**Headset connector** The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.
5	**Color display** The full graphic type display is 128 pixels wide and 160 pixels high. The display has multiple colors and backlighting.
6	**Soft keys** The 3 Soft keys can be pre-programmed or used with GUI
7	**Four-way navigation key** Navigation key with Left, Right, Up, Down, and Confirmation (in the middle). It is also possible to program these keys for short cuts, except the middle key.
8	**On-hook and On/Off key** Combined button; to end a call, to return to standby mode, and to switch the handset on/off by long press.
9	**Tactile indicators** There are two tactile indicators to indicate the centre of the key pad
10	**Sound off key** To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn on/off the microphone during a call.
11	**Space** To add space between text
12	**Microphone**
13	**Key lock and Upper/Lower case** Combined key lock and Upper/Lower Case
14	**Voice mail access*** A quick access to the handset's Voice mail
15	**Off-hook key** To answer a call, to pre-dial a number, and as a short cut to the Call list.
16	**Mute and PTT button** To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn on/off the microphone during a call.
17	**Volume button (down)** To decrease the speaker volume
18	**Volume button (up)** To increase the speaker volume

* System dependent feature

Features and Functions

IMPORTANT: The handset may retain small magnetic objects around the mouth cap or ear cap region.

Case

The plastic cover parts are made of durable PC/ABS material.

Antenna

The antenna is integrated inside the handset.

Loudspeaker

The handset has a separate loudspeaker for the Loudspeaker function. It is on the back side of the handset.

Microphone

The microphone is placed on the front bottom side of the handset.

Clip

There are two different belt clip options to the handset: a hinge-type clip (standard), and a swivel-type clip. See “Attach the Hinge-type Clip” on page 76, or “Attach the Swivel-type Clip” on page 76. Use the clip to attach the handset to a pocket or belt. You can use the handset without a clip on. See “Attach Cover for No Clip” on page 77.

Battery

The battery is a rechargeable Li-pol battery, placed under a battery cover. See “Replace the Battery” on page 72.

The battery is fully charged within four hours. See “Charge the Battery” on page 72.

The battery can be charged separately with a special battery charger. See “Charge Spare Batteries” on page 72.

Chargers

Desktop Charger

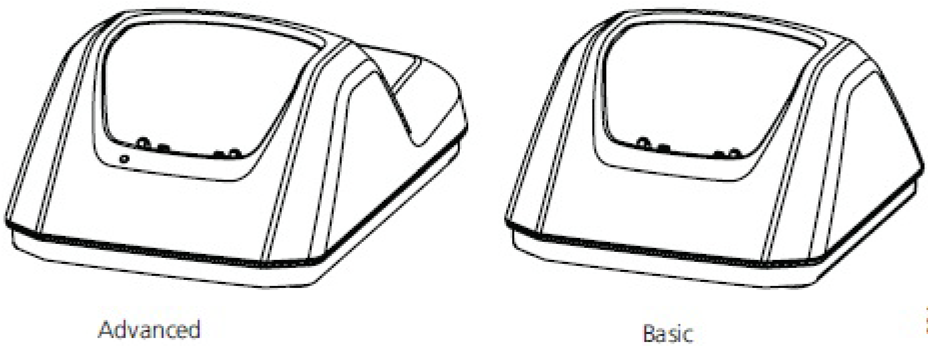


Figure 2: Desktop Chargers

There are two desktop chargers available: a basic one that will only charge the handset, and one with advanced functionality to download new software and to synchronize parameters. The handset is fully operational while placed in the charger.

The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket. For more information, see the *5603/5604/5607 Programmer Installation and Maintenance Guide.*

Note: Use the charger only within the temperature range of +5° C – +40° C.

Caution: Use only the provided power supply. See the *5603/5604/5607 Programmer Installation and Maintenance Guide.*

Rack Charger

The CR3-DAA is a new version of the CR3 Charging Rack:

- The CR3-DAA Charging Rack charges six 5603/5604/5624 handsets simultaneously and is used for charging and configuration.
- The CR3-DBAC Charging Rack charges six 5603/5604/5607/5624 handsets simultaneously and is used for charging only.

For more information, see the *5603/5604/5607/5624 Rack Charger Installation and Operation Guide*.

Contacting Emergency Services

This handset, like any wireless phone, communicates using radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions; therefore, you should not rely solely on a wireless telephone for essential, emergency communication. The key lock feature disables the handset keypad and prevents the accidental dialing of numbers that may

result in nuisance calls. It also prevents accidental calls to emergency services numbers like 911, 999, or 112.

To disable the key lock feature, press the * key and then press **Select**.

Currently, mobile IP phones do not support Enhanced 911 (E911) operation. If emergency services are required, it is necessary to keep the system administrator and location database up-to-date.

Tips for your Comfort and Safety

Don't Cradle the Handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your Hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	1880-1900 MHz
USA	1920-1930 MHz
LA	1910-1930 MHz
BR	1910-1920 MHz
--	1900-1920 MHz

Exposure to Radio Frequency Signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear and when worn on the body using a belt clip is as follows:

	SAR values
Head	0.072 W/Kg
Body worn	0.036 W/Kg

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Ascom approved accessories may violate the FCC RF exposure guidelines and should be avoided.

Environmental Requirements

DECT Handset

- Only use the handset in temperatures between 0° C to $+40^{o}$ C (32° F to 104° F).
- Avoid exposing the handset for direct sunlight or close to other heat sources.
- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece or headset may cause permanently hearing loss.
- Do not expose the handset to open flame.
- Keep the handset away from excessive heat and moisture.
- Avoid sudden temperature changes to prevent condensation in the handset. It is recommended to put the handset into an air tight plastic bag until the temperature is adjusted, for example, when entering or leaving a cold/heated building on a warm/cold day.
- Protect your handset from aggressive liquids and vapors.
- The handset may retain small metal objects around the mouth cap or ear cap region.
- If the handset has been exposed for water or condense, remove the battery immediately and let it dry completely before re-inserting the battery.
- Keep the handset away from strong electromagnetic fields.
- Do not place a cold handset in a charger.

Chemical Resistance

The alpha and numeric characters printed on the exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

- 3% Hydrochloric Acid
- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5mg/ml

Acetone can be damaging to the plastic casing of the handset and should not be used.

Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The

display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.

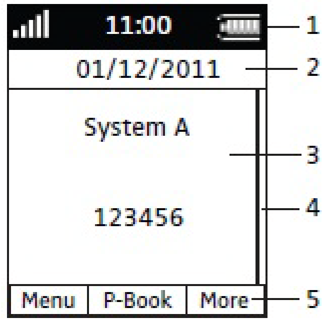


Figure 3: Display Configuration in Standby Mode

The Status bar (1) is used for icons which give the user information about signal strength, missed calls, new messages, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.

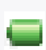
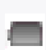
The Header bar (2) displays the current date, headset connection, Bluetooth connection, and system connection.

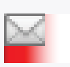
The Active area (3) is used for information such as the name of the system to which the handset is connected. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for dialog window text, for example "missed calls", or to confirm an action.

The Scroll bar (4) is placed to the right of the "Active area". It becomes visible when a menu screen has more than six menus, or if the complete text in a message cannot be displayed on the screen simultaneously.

The Soft key bar (5) is used for soft keys which can be used as short cuts for functions in the handset. See “Soft Keys” on page 10.

Icons

	“Signal strength” icon is visible in the upper left corner. The staples shown in display depend on the signal strength.
	“Full battery” icon appears in upper right corner
	"Low battery warning” icon is shown when the battery has 10% or less remaining capacity left
	"Empty battery warning" icon flashes when the battery has 5% or less remaining capacity
	“Sound off” icon appears when the Sound off key or Mute button is pressed

	"Microphone off" icon indicates a silenced microphone. It appears after a long press on the Sound off key, Mute button during a call. During a PTT call, the microphone is silenced when the PTT button is released
	“Loudspeaking” icon appears in the soft key bar during a call. Pressing this icon turns on the loudspeaker.
	“Loudspeaking off” icon appears after the soft key for Loudspeaking icon is pressed. Pressing this icon turns off the loudspeaker.
	“New message” icon or “Interactive message” icon indicates that a new text message (or messages) has arrived. The icon remains in the status bar until all new messages in the inbox are read.
	"Request for answer" icon in front of a message indicates that this message must be acknowledge or rejected
	“Voice mail message” icon appears in the status bar when voice mails are received. The icon remains until you listen to your the voice mail.
	Voice mail message” icon appears in the message box when voice mails are received. The icon remains until you listen to your the voice mail.
	“Read message” icon or “Read Interactive message” icon in front of a message shows that this message once has been read
	"Unsent message" icon
	"Sent message" icon
	"New colored message" icon indicates that a new colored text message(s) has arrived. The messages can be labeled with different colors.
	"Read colored message" icon indicates that a colored text message(s) has been read. The messages can be labeled with different colors.
	"High prio" icon included with New message icon indicates message is of high priority
	"Alarm prio" icon included with New message icon indicates alarm priority of a message
	“Key lock” icon indicates a locked keypad
	"Locked entry" icon indicates that the contact cannot be edited or deleted by the user
	"Phone lock" icon indicates a locked handset
	“Headset” icon indicates that a corded headset is connected to the handset

	“Outgoing call” icon is added to all outgoing calls in the call list
	“Incoming call” icon is added to all answered calls in the call list
	"Push to talk" icon is added to all incoming, outgoing, missed and answered PTT calls in the call list/missed calls **Note:** The icon is added when a PTT invitation is managed as a call (that is PTT Voice Style) only
	“Missed call” icon is added to all missed calls in the call list
	“Missed call” icon indicates missed calls in the status bar
	"PDM/WSM communication" icon is visible when handset is communicating with PDM/WSM via advanced charger.
	"Profile active" icon
	"Personal Alarm" icon indicates that the handset is a 5604 Personal Alarm license
Menu icons	
	The ”Contacts” menu contains all names/numbers in the local phonebook. In addition, a company phonebook* with up to 1000 entries can be downloaded to the handset via the PDM. It is also possible to access a central phonebook* from the "Contact" menu.
	The "Services" menu contains menu short cuts used to customize the phone menu of an individual phone
	The “Messaging” menu contains all message handling such as reading and writing messages
	The “Calls” menu contains call lists, call time, and call services*. Call services is configured in the PDM.
	The “Connections” menu contains headset selection, System selection, and In charger selection
	The ”Short cuts" menu contains short cuts for the soft keys, hot keys, navigation keys, and the Multifunction button
	The ”Short cuts" menu contains short cuts for the soft keys, hot keys, navigation keys, and the Multifunction button
	The “Profiles” menu allows you to add four different profiles. There are no default profiles.

* System dependent.

Keys and Buttons

Off-hook Key



This key is used to answer calls, to pre-dial numbers and as a short cut to the Call list. One short press in standby mode opens the call list.

On-hook and On/Off Keys



This key is used to disconnect calls and return to the main screen. A long press in standby mode switches the handset on/off.

Navigation/Confirmation Key



Use this key to step in the menu and when working in text mode.
◄, ►, ▲, and ▼ are used for stepping left/right and up/down in the menu. The navigation key can be programmed, the ▲ is by default a short cut to the Inbox, and ▼ is a short cut to Call contact. During a call it is possible to increase/decrease the volume by pressing ▲ and ▼.

Sound Off Key



A long press on the Sound off Key in idle mode toggles between ring signal on/off. When you receive an incoming call, a long press on the key silences the ring signal. During a call, a long press on the key changes between microphone on/off.

Mute and PTT Button



A long press on the Mute button in idle mode changes between ring signal on/off. When an incoming call is received a long press on the button silences the ring signal. During a call, a long press on the button changes between microphone on/off.

During a PTT call, the microphone is silenced when the PTT button is released.

Key Lock and Upper/Lower Case Key



This key locks the keypad in combination with the "Lock" soft key. It is also used for switching between upper/lower case and digits.

Soft Keys

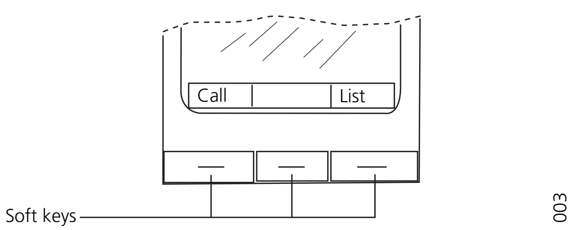


Figure 4: Soft Keys

The three soft keys are located just beneath the display. The function of each soft key is indicated by text in the display just above the keys.

In standby mode, the Soft keys can be used for specific functions defined by the user of the handset.

Hot Keys

Any key "0", "2" - "9" can be set to a Hot Key. A long press on any of these numbers in stand by mode provides a short cut to the Call contact list. The list is in alphabetic order. Which key you press depends on where the contact appears in the list.

A hot key can be programmed to give access to frequently used functions such as dialing a specific handset number, a short cut on the menu, or sending an SMS.

Multifunction Button

Note: This feature does not apply to 5604 Personal Alarm license.

This button can be used as a short cut to functions and has long and double press modes as defined by the user of the handset. If the button is defined, it can be used in standby mode only.

Volume Button

The two buttons placed on the upper left side of the handset are used for increasing/decreasing the earpiece, headset, and loudspeaker volume.

Alphanumeric Keys

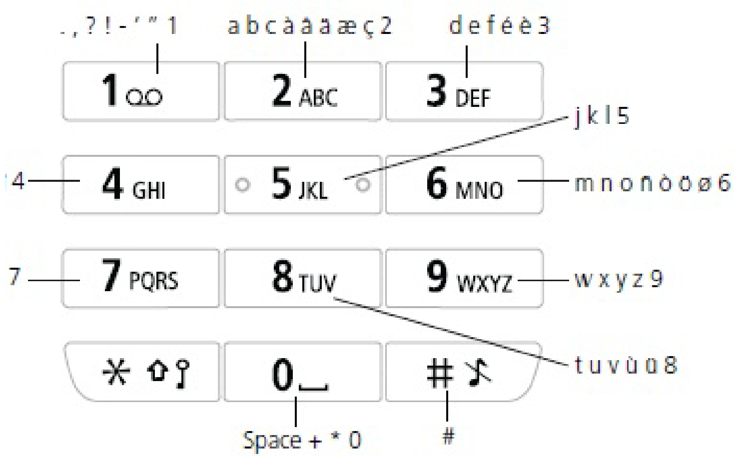


Figure 5: Available Characters

Note: Depending on the selected menu language, other characters can be available. This means that the character order can differ from the table above.

In Standby Mode, and Number Input Mode

- A short press on a key enables you to enter the digits “0” - “9” and the characters * and #.
- You enter a pause in the number input mode by a long press on the # key. A pause is indicated by a "P" in the display.
- A long press on the * key changes the tone sender. Tone sender On is indicated by a "T" in the display.

In Text Input Mode

- A short press on a key 0-9, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- You change to upper/lower case, by pressing the * key before entering the character. The * key can also be used to display only the digits.
- To add space in the text, make a short press on key 0.
- The first character entered in a message, or when adding/editing a name in the Contacts menu, will be an upper level character followed by lower level characters (unless the * key is pressed before you enter the character). To switch between Abc, ABC, abc, and 123 you press the * key.
- A long press on the #-key displays special characters.

Headset

If you will use your handset frequently, we recommended you use a headset so you have both hands free. The headset comes in three versions; microphone integrated in the cable, microphone on a boom and hearing protection.

In order to achieve optimal audio quality with your headset we recommend you select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the menu by do as follows:

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select "Connections".
3. Press "Select", or the confirmation button on the Navigation key.
4. Select "Headset".
5. Select the corresponding headset profile from list, that is, "Mic on boom", "Mic on cable", or "Hearing protection".
6. Press "Select", or the confirmation button on the Navigation key.

If the pre-configured headset profiles do not match the headset in use, or the audio performance is bad, it is possible to configure an own headset profile. This is done in the PDM, see the *Mitel 5604 Wireless Handset Configuration Guide*. If an own profile is configured in the PDM, it will be selectable in the handset menu.

Customizing Your Phone

Switch the Handset On/Off

When the handset is switched off:

1. Press and hold the On-hook key .

   When pressing the On-hook key, the handset vibrates and the display lights up.

2. A dialog window "Switch on?" appears.
3. Press "Yes" to confirm.

When the handset is in idle mode:

Note: If the handset is a shared phone, it must first be logged out to be able to switch off the handset. See “Log a Shared Phone On/Off” on page 13".

1. Press and hold the On-hook key .

   The "Switch off?" window appears.

2. Press "Yes" to confirm.

Log a Shared Phone On/Off

Note: This feature requires that the parameter "Phone mode" is configured. See the *Mitel 5604 Wireless Handset Configuration Guide.*

The shared phone feature allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system. The message and call lists are deleted when a user logs off of a handset.

Log on a Handset

Before you log on to the handset ensure it has been switched on. See “Switch the Handset On/Off” on page 13 for more information.

1. When the "Login?" window appears, press "Yes".
2. Enter User ID and password.
3. Press "Login".

Log off a Handset

1. Press and hold .
2. When the "Logout?" window appears, press "Yes".

Turn On/Off the Audible Signal

A long press on the or in idle mode toggles the ring signal on/off.

The icon indicates a silenced handset.

Lock/Unlock the Keypad

Lock/Unlock the Keypad in Idle Mode

You can lock keys to prevent you from accidentally pressing them.

Lock the Keypad

1. Press .
2. Press "Lock".

Unlock keypad

1. Press
2. Press "Yes".

Note: You can answer/close an incoming call and/or press the alarm button while the keypad is locked. If configured in the PDM/WSM, you can call a pre-defined emergency number while the keypad is locked. See the *Mitel 5604 Wireless Handset Configuration Guide.*

Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys you can lock keys during a call. This is useful when wearing a a headset and a handset attached to a pocket or belt.

Lock the Keypad

1. Press .
2. Press "Lock".

Unlock the Keypad

1. Press
2. Press "Yes".

Note: You can press the volume buttons and the mute button during the call. If the 5604 Personal Alarm license is used it is also possible to press the alarm button.

Lock/Unlock the Handset

1. Enter the “Settings” menu. See “Settings Menu” on page 61.
2. Select “Locks”

3. Select “Phone lock”.
4. Select "Auto phone lock"
5. Select "On", "On in charger", or "Off".
6. Enter your PIN code.
7. Press "OK".

Note: If the handset is configured in the PDM/WSM you can call a pre-defined emergency number while the handset is locked. See the *Mitel 5604 Wireless Handset Configuration Guide.*

Making and Answering Calls

Call List

1. Press "Menu",
2. Select "Calls" .
3. Select "Call list".
4. Select a number.
5. Press or the "Call" soft key to dial. The number can be edited before the call is dialled. Press "More" and select "Edit number". The 25 last received, dialled or missed calls are stored in a call list. See “Calls” on page 23.

Make a Call

Pre-Dial

Enter the number and press to get the line. The number is shown on the display while dialling. If required, you can press the Soft key "Clear" to erase the number. You can use the navigation key to step and add/delete a digit in the middle of a number.

You can turn on the tone sender in a pre-dialled number by making a long press on the *-key.

Dial Using a Pre-programmed Hot key, Soft key or Multifunction Button

Note: The Multifunction button does not apply to the 5604 Personal Alarm license.

The Multifunction button, hot keys, and soft keys can be programmed with a handset number. Press the pre-programmed hot key, soft key or Multifunction button to dial the number. The call will automatically be connected.

Dial a Number from the Call List

1. Press .
2. Select a number and press or the "Call" soft key to dial.

   The number can be edited before the call starts.
3. Press "More".
4. Select "Edit number".

Dial the Sender of a Message

You can call the sender of a message stored in the message list, from the Messaging menu.

1. Open the menu by pressing the confirmation button, or the soft key "Menu".

2. Select "Messaging".
3. Select "Inbox".
4. Select a message from the list.
5. Select "View".
6. Select "More".
7. Select "Call sender".

Dial a Number from the Local Phonebook

1. Press "Menu".
2. Select "Contacts".
3. Select "Call contact".
4. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press the "Call" or the Off-hook soft key to make the call.

Dial a Name from the Central Phonebook

1. Press "Menu".
2. Select “Contacts”.
3. Select "Central phonebook".
4. Select "Search by name".
5. Enter the first name and/or the last name. The whole name does not have to be entered.
6. Press “Search”.
7. Press the "Call" or the Off-hook soft key to make the call.

Dial a Number from the Company Phonebook

1. Press "Menu".
2. Select "Contacts".
3. Select "Call contact".
4. The local and company phonebook appears in the same list but the company names are indicated by a “Locked entry” icon in front of the name. Select a contact from the list or search for the name/number by entering characters in the "Search" field.
5. Press the "Call" or the Off-hook soft key to make the call.

Answer a Call

The flashing LED, accompanied by a ring signal and/or a vibrating handset, give you notice of a call. Ring signal and vibrator can be disabled. The calling party’s handset number or name is shown. The name will be shown if the calling party’s handset number is stored in the local

phonebook. Press the Off-hook key to answer the call. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.

Other answering methods can be specified in the Settings menu. See “Settings” on page 42. The answering methods are Automatically and Loudspeaking.

When “Automatically” is enabled, all incoming calls are connected automatically.

Answer a Call

When the signal sounds press to answer the call, or press the soft key to answer the call in loud-speaking mode. The name/number of the calling party appears if calling line information is available.

End a Call

Press to end the call. The duration of the call is shown in the display. The total time of the call can also be retrieved from the Calls menu > Call time.

During a Call

Note: Some of these functions are system dependent. The parameters are set up in the Portable Device Manager (PDM). See *Mitel 5604 Wireless Handset Configuration Guide*, and *Portable Device Manager (PDM) Installation and Operation Guide*.

If the handset is configured in the PDM/WSM you can call a pre-defined emergency number while the handset/keypad is locked. During the ongoing emergency call, the "More" soft key and the soft key "R" are disabled.

Adjust the Volume during a Call

Press the "Volume up" button to increase the volume, and the "Volume down" button to decrease the volume. The handset will now store and keep the new volume level. It is also possible to use the navigation key, ▲ and ▼ to adjust the volume.

Open Contacts during a Call

1. Press the "More" soft key.
2. Select "Contacts".
3. Press "Select".
4. Select "Call contact" to search a local or company phonebook contact, or select "Central phonebook" to search a central phonebook contact.
5. Press "Select".
6. Select a contact.

Note: You can call the selected contact by pressing "Call". When calling the contact, the first call will be put on hold. See “Start a New Call during a Conversation” on page 19.

Turn the Microphone on/off during a Call

1. Press "More".
2. Select "Microphone off".
3. Press "Select".

The icon indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you.

To turn the microphone back on:

1. Press "More".
2. Select "Microphone on".
3. Press "Select".

It also possible to turn the microphone off/on by a long press on .

Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys, you can lock the keys during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

Lock the Keypad

1. Press .
2. Press "Lock".

Unlock the Keypad

1. Press
2. Press "Yes".

You can press the volume buttons and the mute button during the call. If the 5604 Personal Alarm license is used, it is also possible to press the alarm button.

Start a New Call during a Conversation

1. Press "More".
2. Select "New Call".
3. Press "Select".
4. Enter number, or press to access the phonebook.
5. Press .

Call Handling

During a call you may need to use features, such as Hold, Transfer, Conference, Call Swap, Callback, and Call Park.

You access these features during a call by pressing the "More" soft key. It displays the "In Call" menu depicted in the following image.

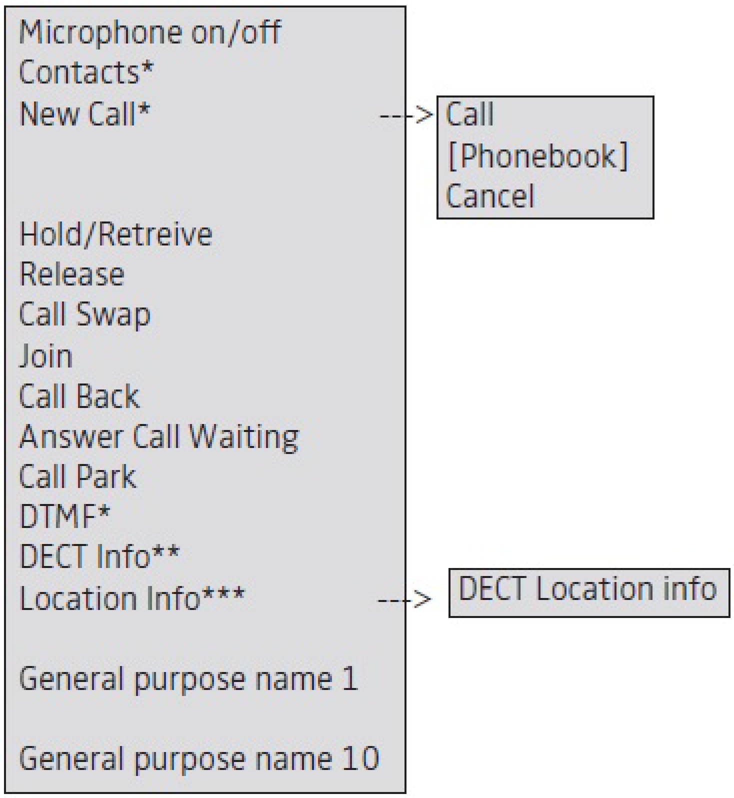


Figure 6: Accessing Features

* Visible if enabled/defined in the PDM/WSM

** Visible if the Admin menu is activated. You require the DECT location license.

You can also use these features by pressing the "R" key on the handset during a call. The following table lists the In-Call menu features and associated feature access code methods.

In-Call Menu under More	Associated Feature Access Code
Contacts	
Microphone off	
New Call	R
Hold/Retrieve	R
Release	R4

In-Call Menu under More	Associated Feature Access Code
Call Swap	R2
Join	RR + *80
Call Back	5
Answer Call Waiting	R2
Call Park	RR + *7#

Hold

1. Press the "More" soft key.
2. Select "Hold/Retrieve" to put the call on hold.

Retrieve a Held Call

1. Press "More".
2. Select "Hold/Retrieve" to retrieve the call.

Transfer

1. Press "More".
2. Select "New Call".
3. Dial the number to which you want to transfer the call and then press "Call".
4. Do one of the following:
   - to make a blind transfer, select "Release" to hang up and connect the other two parties.
   - to make a supervised transfer, wait for an answer, announce the transfer, and then select "Release" to hang up and connect the other two parties.
   - to terminate the transfer and return to the held call, press "More" and then select "Call Swap".

Conference

To conference in another party while on a call:

1. Press "More"
2. Select "New Call" to put the current call on hold.
3. Dial the number of the third party.
4. Wait for an answer.
5. Press "More".
6. Select "Join".

Answer Call Waiting

While on a call, if you hear a call waiting beep:

1. Press "More"
2. Press "Answer Call Waiting" to answer the incoming call.

Callback

Callback lets you request that the system notify you when a busy extension becomes available.

To request a callback when a number/extension is busy:

1. Press "More".
2. Select "Call Back".
3. Press "Select"
4. Press "On-hook" and wait for the handset alert.
5. Press "Off-hook" to answer the call.

Your extension will ring when the called extension becomes free and automatically dial the extension back.

Call Park

The Call Park feature allows you to place a call in a special hold state.You, or someone else, can then retrieve the call from any extension in the system. After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park a in-progress call:

1. Press "More".
2. Select "Call Park".
3. Dial the directory number on which to park the call.
4. Inform the called party of the waiting call.

To retrieve a parked call:

1. Press "Call -> Call Services".
2. Select "Call Park - Retrieve" and enter the directory number on which the call is parked.

Advanced Features

Calls

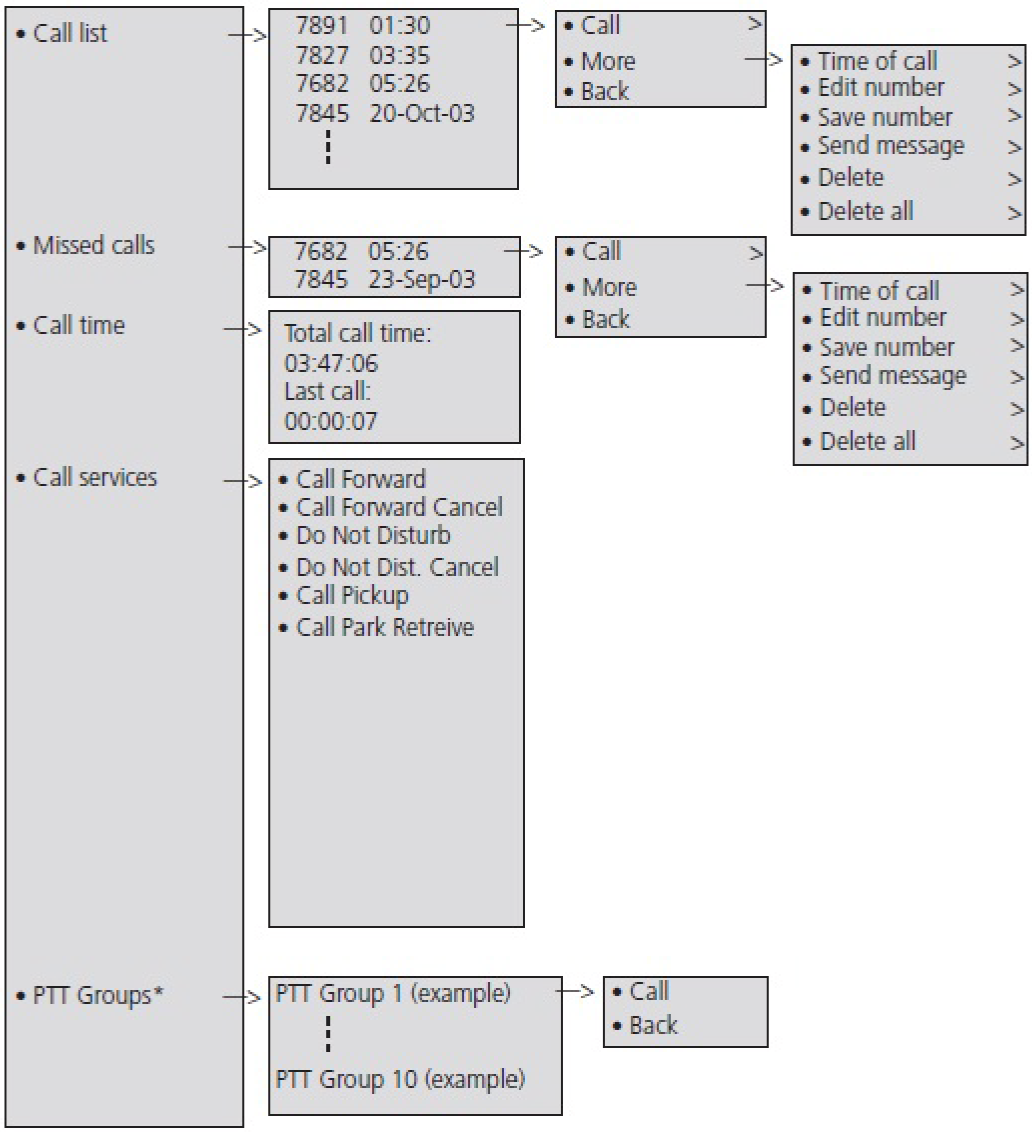


Figure 7: Calls Menu

* Visible if defined in the PDM

The following features are available from the Calls, Call Services menu:

- Call Forward
- Call Forward Cancel
- Do Not Disturb
- Do Not Disturb Cancel

- Call Pickup
- Call Park Retrieve
- Direct/Group Page
- Loudspeaker Page

To access the Call Services menu:

- Press "More".

Call Forward

To set Call Forwarding:

1. Press "More".
2. Select "Call Forward".
3. Enter the extension number to which you will forward your calls.
4. Press "Call".
5. Listen for a confirmation tone and then hang up.

To cancel call forwarding:

1. Press "More".
2. Select "Call Forward Cancel".
3. When you hear a re-order tone, press to hang up.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Press More".
2. Select "Call Pickup".
3. Answer the call.

Do Not Disturb

To activate Do Not Disturb:

1. Press "More".
2. Select "Do Not Disturb".
3. When you hear a re-order tone, press to hang up.

   Do Not Disturb is activated.

To deactivate Do Not Disturb:

1. During the call, press "More".
2. Select "Do Not Disturb".
3. When you hear a re-order tone, press to hang up.

   Do Not Disturb is deactivated.

Direct Page

Direct Paging allows you to page a party through the party’s hands free speaker.

1. Press "More".
2. Select "Direct/Group Page".
3. Dial the extension number.
4. Announce the page.

Group Page

Group Paging allows you to page a group of telephones through their built-in speakers.

1. Press "More".
2. Select "Direct/Group Page".
3. Do one of the following:

- To page your prime page group, press **#**.
- To page a specific page group, dial the page group directory number.

4. Speak to the dialed party after the tone.

Loudspeaker Page

1. Press "More".
2. Select "Loudspeaker Page".
3. Dial the paging zone number, if required.
4. Wait for the ring back and announce the page.

Note: Ask your Administrator for the paging zone number.

Messaging

Message List

The thirty last received messages are stored in a list. The message list is located in the Messaging menu "Inbox". Time and date information is included in the message.

Receive a Message

Incoming Message for 5604 Services License

When a text message is received, the LED starts flashing and the message alert signal sounds. The “New message“ icon, and the content of the received message are automatically displayed. The icon will remain in the display until all new messages are opened. If the message is received during a call a beep notifies the user.

It is possible to reply, forward the message, call the sender and call number included in a text. It is also possible to read the message later by selecting "Close". A received message is stored in the Inbox.

Incoming Message for all 5604s except for 5604 Services License

When a text message is received, the LED starts flashing and the message alert signal sounds. The “New message“ icon, and a text with information of received message are displayed. The icon will remain in the display until all new messages are opened. If the message is received during a call a beep notifies the user.

You can select "Yes" to read the message and reply to it, forward it, call the sender, or call the number in text. Alternately, you can select "No" and read the message later. The message is stored in the Inbox.

Read a Stored Message

1. Press "Menu".
2. Select “Messaging”.
3. Select “Inbox”.
4. Select a stored message from the list.
5. Press "View".

Reply to a Message

1. Press “Reply”.
2. Enter message.
3. Press "Send".

4. if required, edit the number.
5. Press "Send".

Delete a Message(s)

1. Select "Inbox".
2. Select a message to delete.
3. Press "More".
4. Select "Delete"
5. Press "Yes" to confirm.

Forward a Message

1. Select "Inbox"
2. Select a message.
3. Press "View".
4. Press "More".
5. Select "Forward"
6. If required, write additional text.
7. Enter the number to which you will forward the message or press the middle soft key to open the phonebook and select a number.
8. Press "Send" to forward the message.

Call the Sender of the Message

1. Select "Inbox".
2. Select a message.
3. Press "More".
4. Select "Call sender".

Call a Number Included in a Message

If the sender has written a number in the message you can call the number without dialling it.

1. Select "View".
2. Select "More".
3. Select “Call no. in text”[1].
4. Select a number in the list.
5. Press "Call".

1. This option is visible only if the number consists of a minimum of 3 digits.

Save a Number

1. Select "Inbox".
2. Select a message.
3. Select "View".
4. Press "More".
5. Select "Save number".
6. Select "Work number", "Mobile number", or "Other number".
7. Add a name and press "OK".
8. Press "Save".

The number will be added to the contact list.

Write and Send a Message

1. In the “Messaging” menu, select “Write new message”.
2. Write the message. Keys 0-9, * or # can be used. Key 0 and 1 contains special characters. See “Alphanumeric Keys” on page 11 to see all characters.

The maximum message length is 160 characters.

Note: Some characters require 2 bytes in the final message; therefore, the user will sometimes not be able to enter 160 characters.

The first character entered will be an upper level character followed by lower level characters unless the * **-**key is pressed before entering the character.

When pressing a particular key, the first available character on the key appears. See “Alphanumeric Keys” on page 11. To access another characters on the key, press the key until the character appears in the display.

For example, to access the character E, press the 3 key twice. "E" appears in the display and is selected after a timeout or when another key is pressed.

Open a Sent Message

1. In the “Messaging” menu, select “Sent”.
2. Select a message.
3. Select message.
4. Press "View" to read the message.

Send a Message to Another Destination

1. In the “Messaging” menu, select “Inbox” or "Sent".
2. Select message.
3. Press "More".

4. Select "Forward".

5. Press "Send".

6. Enter the number.

7. Press "Send".

Receive a Message with Request for Answer

In the status bar, a message with request for answer is indicated the same way as an ordinary message, see “Receive a Message” on page 26.

In the message list, the message with request for answer is indicated by the icon.

Accept/Reject a Message

Press the soft key “Accept” or “Reject”.

When an acknowledged message has been replied to, the icon is shown in the message list. The text “Accepted” or “Rejected”, and time and date is also added to the acknowledged message.

Note: The option “Delete” is not available for a message with request for answer. An unacknowledged message can be deleted only from the message list.

Message Queuing and Message Priority

Note: This feature applies to the 5604 Services license only.

The default settings is that each message will be displayed without being interrupted by another message, except if the new message is of higher priority. Messages that are not shown yet are placed in a queue and the priority and time of reception determine the position in the queue. There are 9 levels of the priority. 1 is highest priority and 9 is lowest priority.

If several of the messages have the same priority the message that was received first is shown first.

If a new message with a higher priority is received while another message is read the new message will replace the old message in the display. The old message will be placed in the queue. If a new message with equal or lower priority is received while another message is read the new message will be placed in the queue.

You can specify how long a message will be displayed. See the *Mitel 5604 Wireless Handset Configuration Guide*.

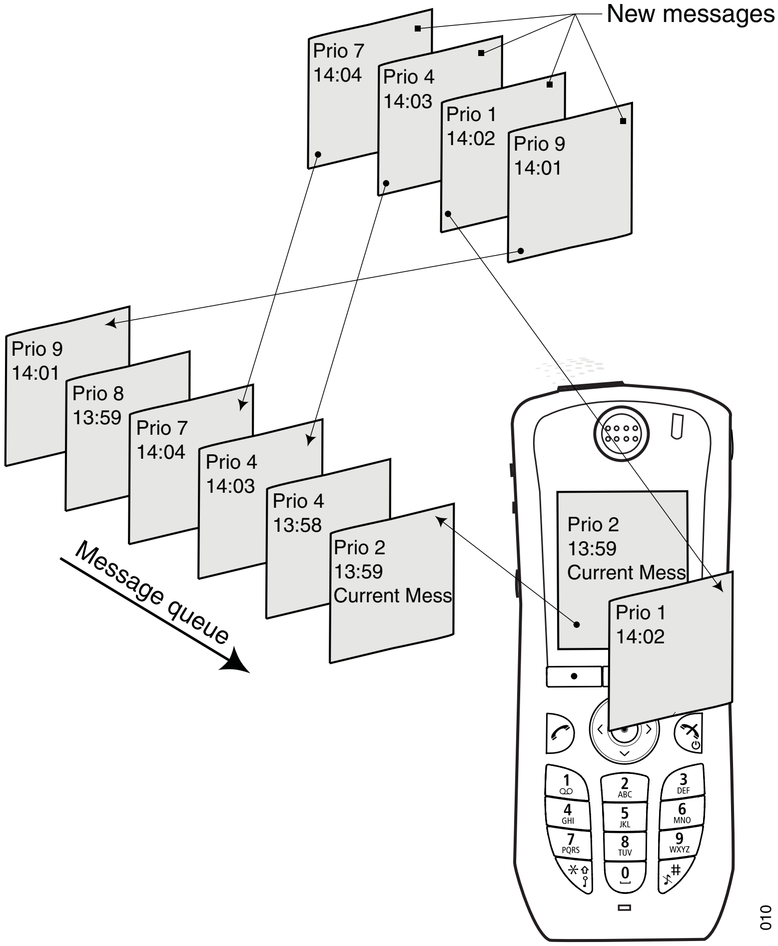


Figure 8: Message Queuing and Priority

Interactive Messaging

Note: This system dependent feature applies to the 5604 Services license only.

Interactive Messaging (IM) is a function that extends basic messaging. It makes it possible for a user of a handset to access information from a client application in the system.

For example, customized applications can be accessed from the handset. A list of actions can be included in the message sent from the application to the handset.

An IM is indicated and viewed the same way as an ordinary message, see "“Receive a Message” on page 26. It is saved along with other messages in the message list.

When you read an IM it can display several options. Mark the appropriate IM and press “Select”. If the selected option requests input, enter the information required and press “OK”. Pressing the middle soft key changes the mode to digit or text input depending on the format of the message. A read message is indicated the same way as an ordinary message.

Note: If a handset receives an IM update and the original message was deleted, the handset sends a negative acknowledge (NAK) to the system.

Figure 9 illustrates a basic interactive message. The options depend on the configuration of the client application.

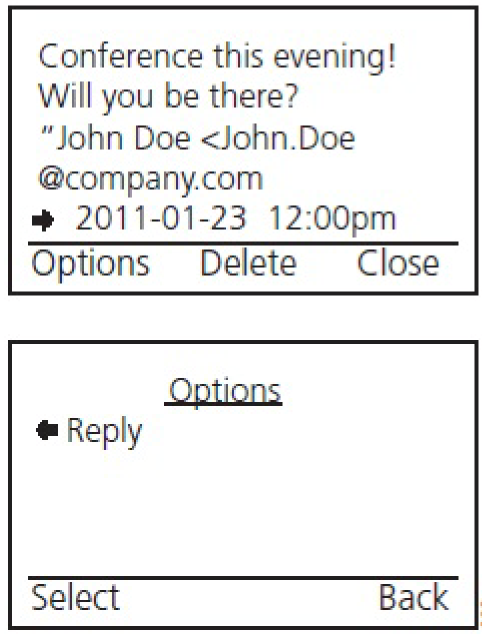


Figure 9: Interactive Message

Mobile data from the handset can instruct the application to send the interactive message. See “Mobile Data” on page 32. You can then select an action from the list, such as sending a message back to the application and/or dialling a specific number.

Colored Messaging

Note: This is a system dependent feature for the 5604 Services license only.

You can send colored messages to handsets. The application sending the message determines the color of the message. Colored messaging is useful for categorizing messages. In figure 10, there are two colored messages—a new message, and a read message—in the message inbox (left in the figure). The messages are indicated by a gradient color bar behind the envelopes. When reading a message, a gradient color bar is appears below the envelop (right in the figure).

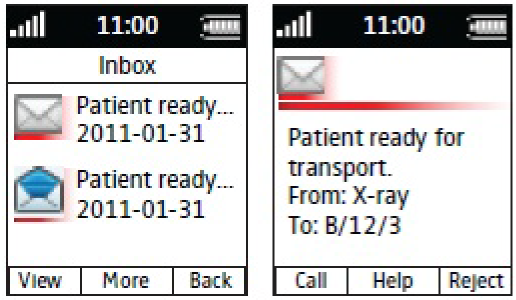


Figure 10: Colored Message

To enable colored messaging, see the corresponding manual for the application used. In addition, colored labels can be mapped to message beep codes. See the *IP-DECT WSM Installation and Operation Guide*.

Mobile Data

Note: This is a system dependent feature for the 5604 Services license only.

Send Mobile Data

You can send user entered data from the handset by pressing a pre-programmed hot key or soft key, or selecting a service. Mobile data can be used for actions such as opening a door, or starting or stopping a machine. The data can either be predefined, or entered after the hot key/soft key is pressed or service is selected.

The data can be predefined when programming the soft/hot key or service. See “Define a Soft Key” on page 52, “Define a Hot Key” on page 52, or “Add a Service” on page 54.

Send Mobile Data with a Prefix

Mobile data with a prefix is sent from the handset by entering data and then pressing a pre-programmed hot key or soft key or selecting a service. Mobile data with a prefix can be used to send information to an application in the system.

You define the prefix when you program the hot/soft key or service. See “Define a Hot Key” on page 52.

Voice Mail

Note: This feature is available only if configured in the system.

Receive a Voice Mail

When receiving a voice mail, the content of the voice mail notification appears automatically on the screen, and is also indicated by the “Voice mail message” icon in the status bar.

If the content of the notification appears, press “Call” to dial the voice mail. If “Close” is selected, you can dial the voice mail by a long press on digit key “1” in standby mode or from the Inbox menu.

Information is stored in the “Messaging” inbox until you listen to the voice mail messages.

Check the Voice Mail Inbox

The voice mail is indicated by a “Voice mail message” icon in the front of the voice mail message, and is also displayed first in the inbox list.

1. In the “Messaging” menu, select “Inbox”.
2. Select the voice mail message.
3. Press “View”.
4. Press “Call”.

Voice mail will be displayed with one entry in the message list regardless of the number of voice mail received.

One Key Voice Mail Access

A long press on digit key “1” in standby mode will call your voice mail. If the extension number is not available the “Voice mail number not defined" window appears.

Note: Some systems require the mailbox extension number to be downloaded to the handset. See the *Mitel 5604 Wireless Handset Configuration Guide.*

Alarm Operation

Note: The following system dependent features apply to the 5604 Personal Alarm license only. See the *Mitel 5604 Wireless Handset Configuration Guide*.

Push-button Alarm

You press the red alarm button twice within two seconds to activate the alarm. By default the text "Personal Alarm" appears. The alarm is sent to the alarm centre that distributes it further. After that the handset returns to stand-by mode. Note that you can always trigger the alarm when you are speaking, editing your settings, or while the handset is locked.

Acoustic Location Signal

An alarm can be followed by an Acoustic Location Signal (ALS). The ALS is a signal from the handset that sounds for a predefined period of time. You silence the signal by pressing the Mute button on the handset.

Test Alarm

If you press and hold the red alarm button until the (default) "Test Alarm" text appears the following occurs depending on the options specified:

- A beep is heard.
- The orange LED flashes twice.
- The vibrator stirs.
- The handset receives a notification that the alarm has been received by the system.
- If configured, the Acoustic Location Signal (ALS) is activated after the alarm has been sent, or a call is established to a pre-defined number.

  If the parameter "Silent alarm" is set, ALS will not be triggered and you will not be notified that the alarm was sent.
- information about the handset's location is sent along with the alarm.

Alarm with Location Information

Information about the handset's location can be sent along with an alarm. The location can be added as follows;

- Manually added (see "Alarm with Data" on page 35), or
- An approximately location given by the closest Base Station (see the *Mitel 5604 Wireless Handset Configuration Guide*) or
- A precise location given by the DECT location devices (see the *Mitel 5604 Wireless Handset Configuration Guide)*.

Alarm with Data

You must manually define and store the data. To use the function, one soft/hot key/Navigation key in the handset must be defined as a shortcut to the menu “Edit alarm data". See “Short Cuts Menu” on page 52. The stored data is added to all types of alarm at transmission.

Automatic Call after Alarm

You can configure a handset to call a pre-defined number after an alarm has been sent. Depending on the settings, the call can be established in the following modes;

- loud-speaking mode, or
- Monitor mode, or
- Normal mode.

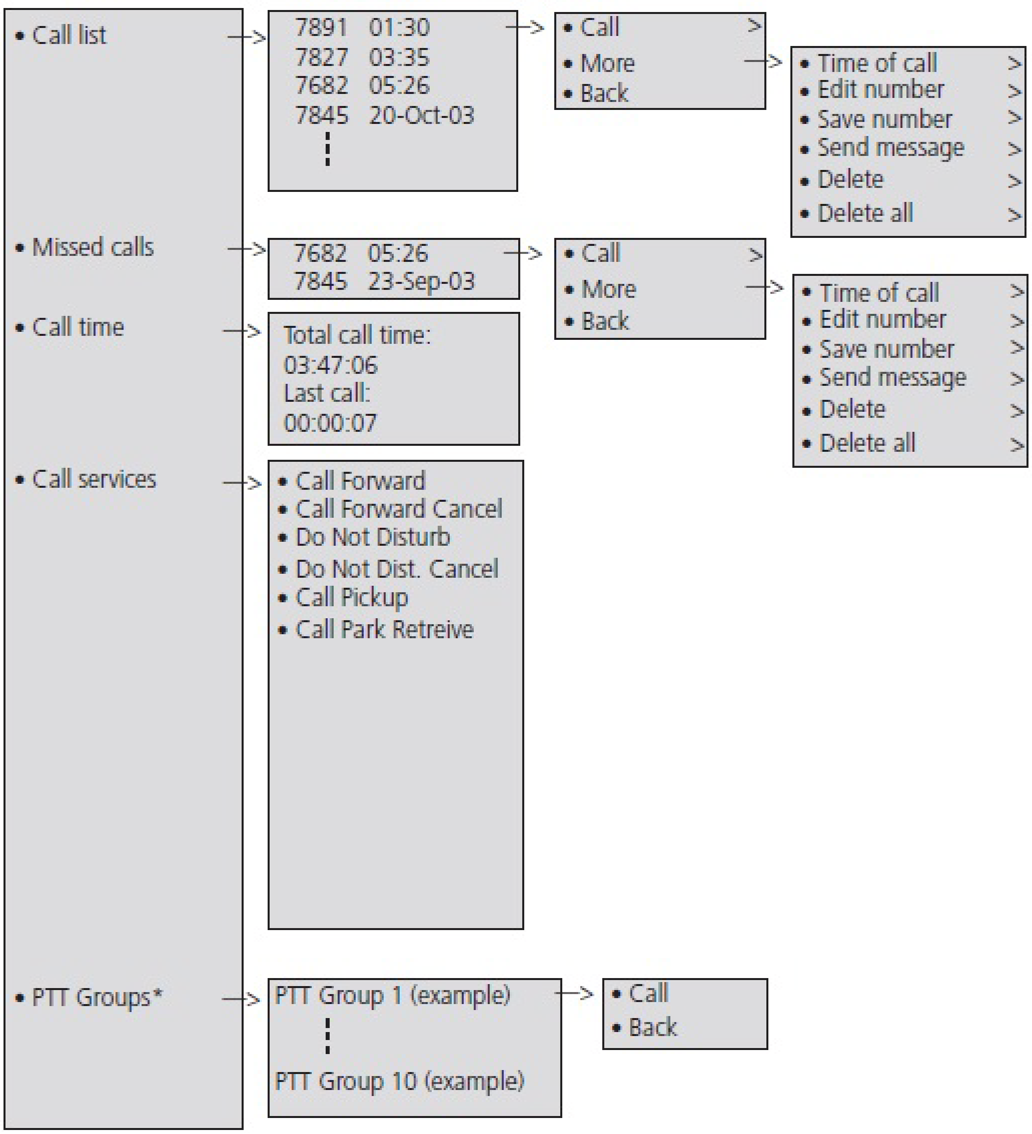
See the *Mitel 5604 Wireless Handset Configuration Guide* for more information.

Menu Tree

Customizing the Menu Tree

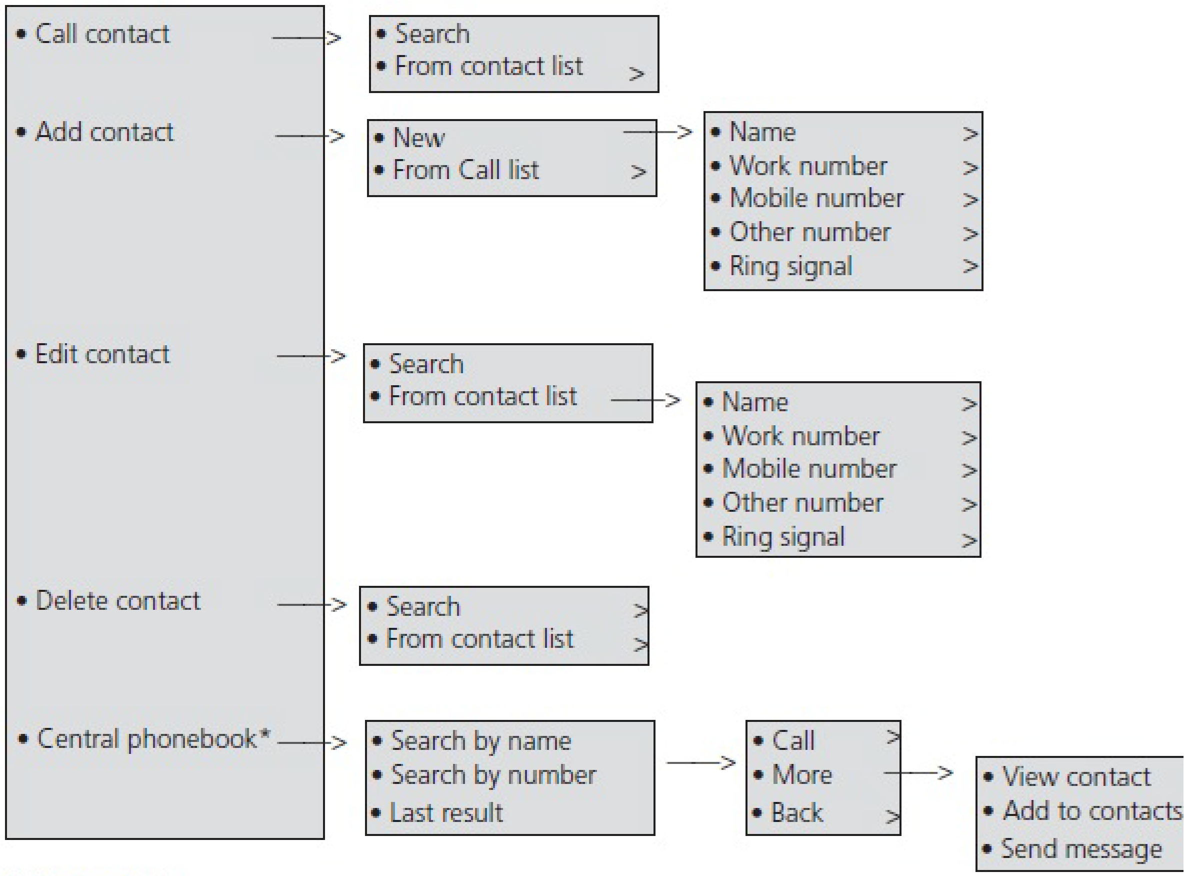
You can customize the menu tree, hiding any functions that you do not use. The functions to be hidden are defined in the PDM. See the *Mitel 5604 Wireless Handset Configuration Guide*.

Calls 



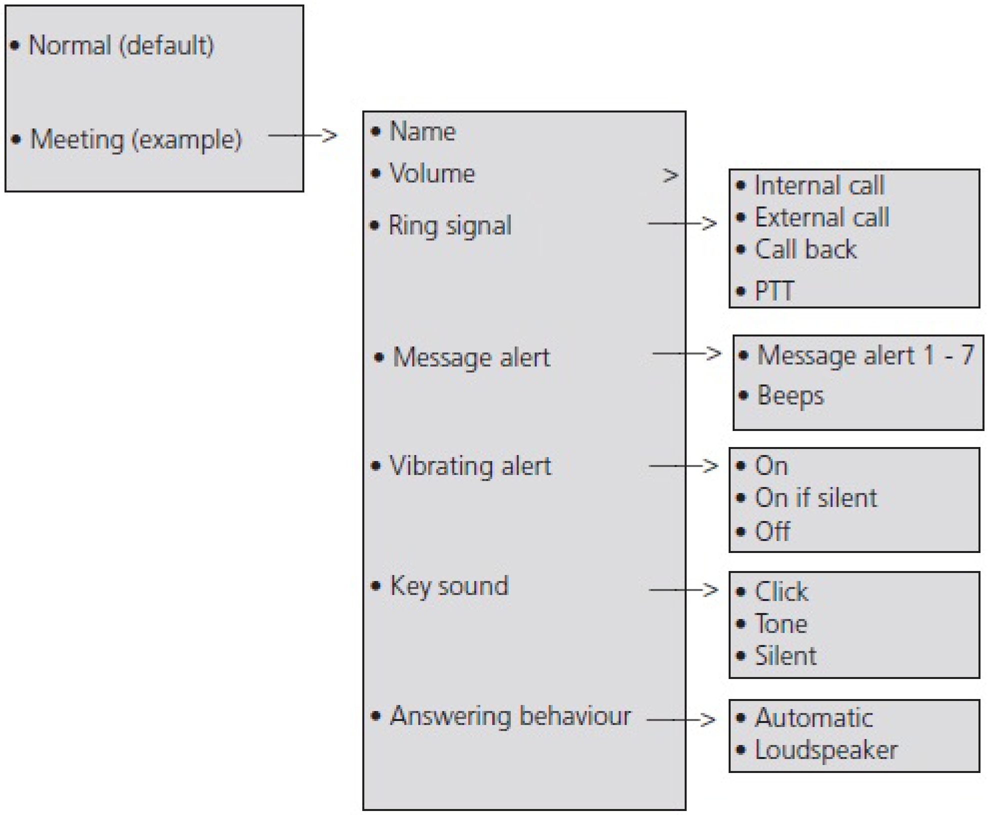
* Visible if defined in the PDM

Contacts



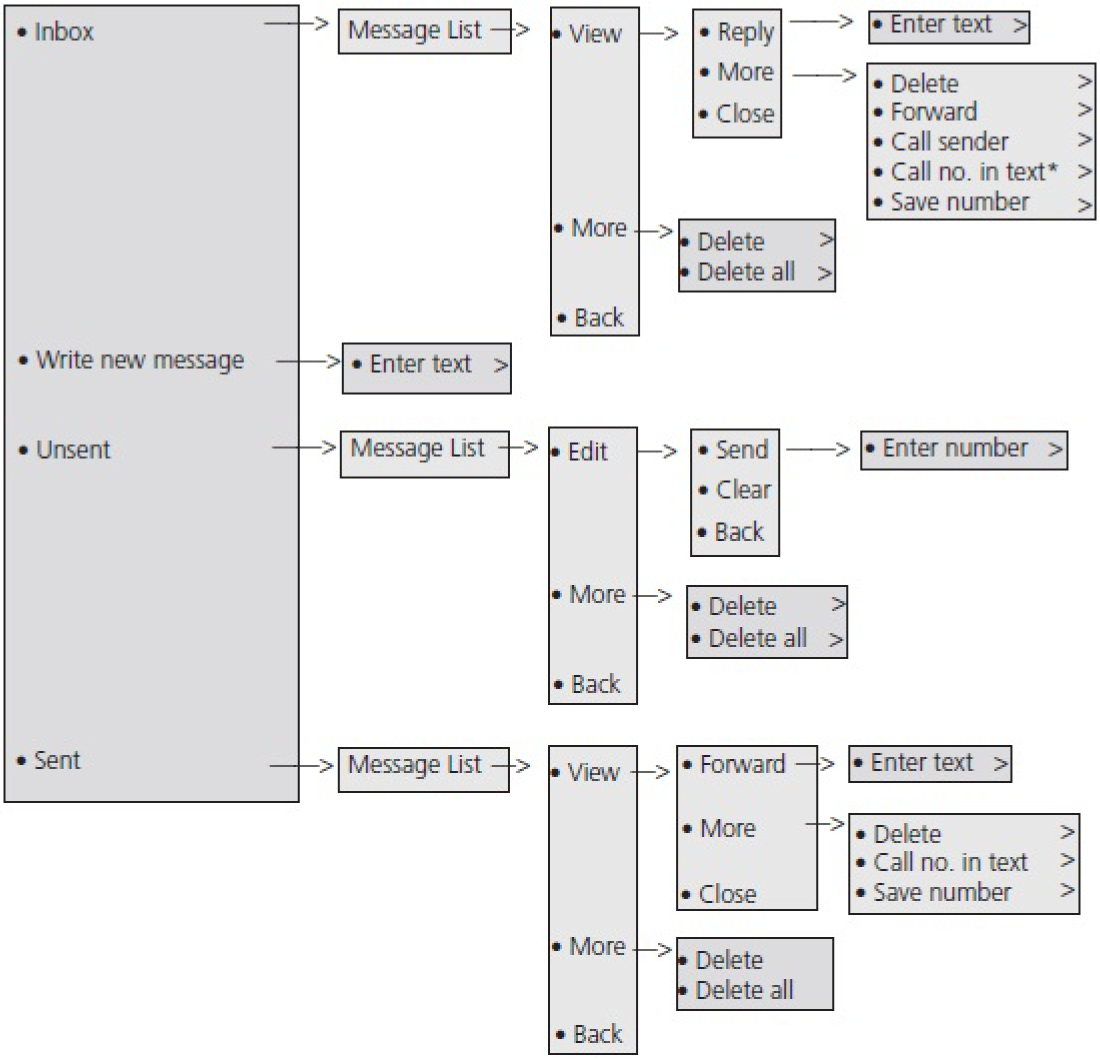
* System dependent

Profile



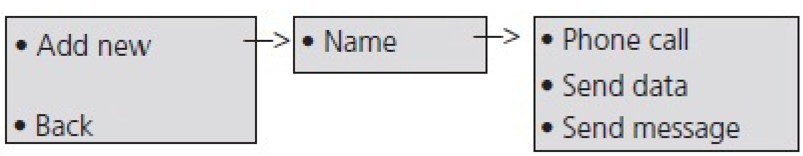
This profile does not contain all of the applicable settings.

Messaging

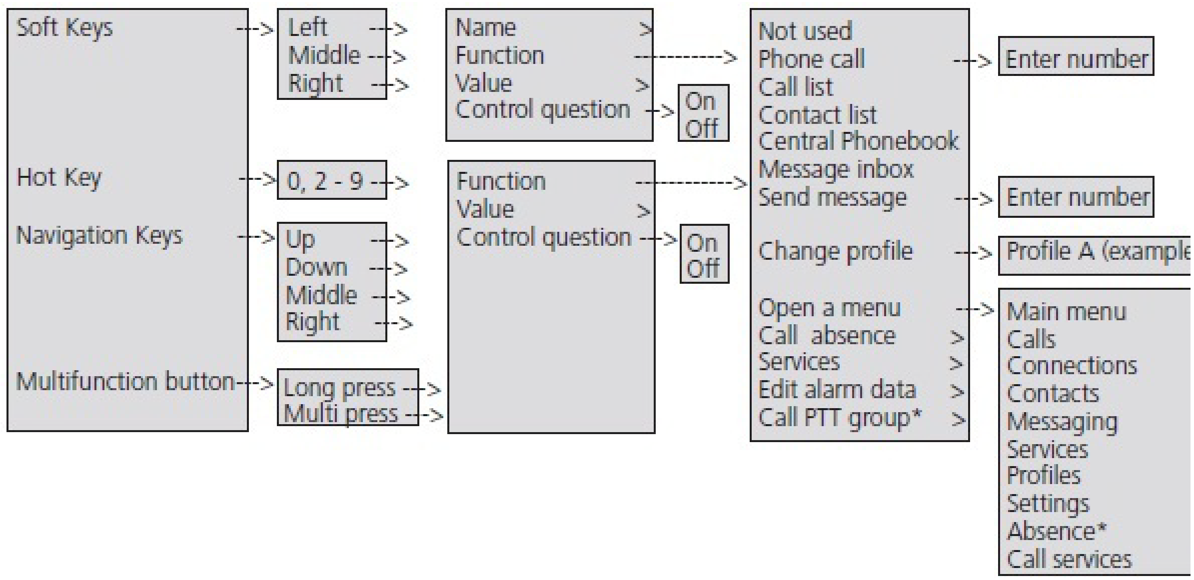


* Visible if the number consists of a minimum of 3 digits

Services

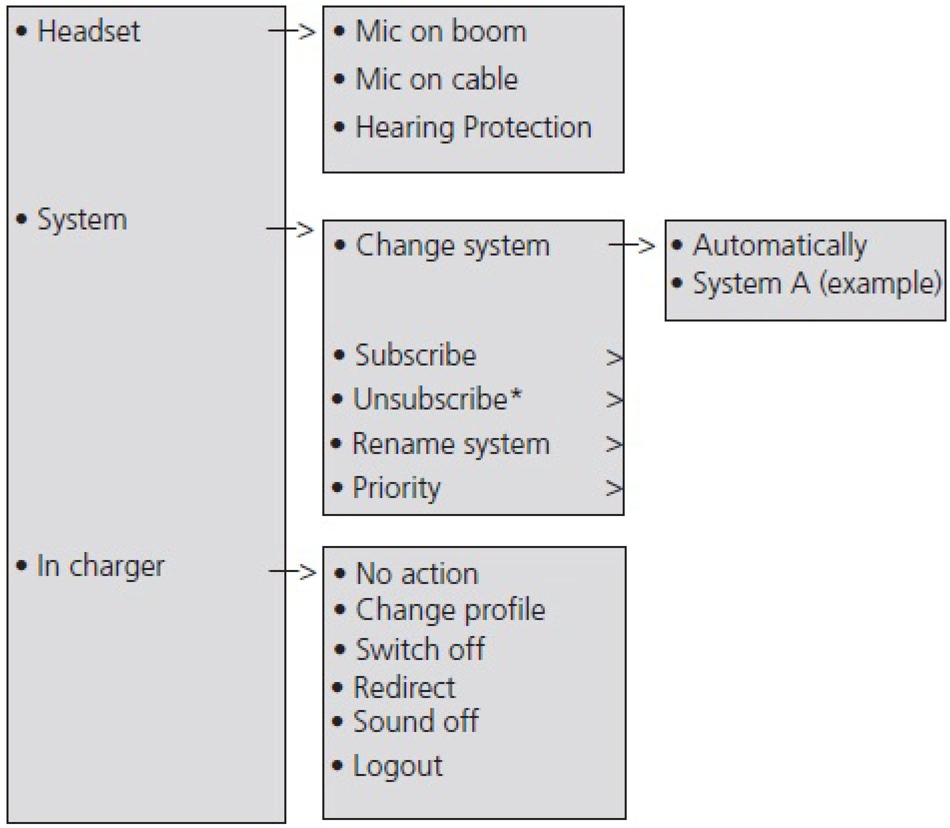


Short cuts



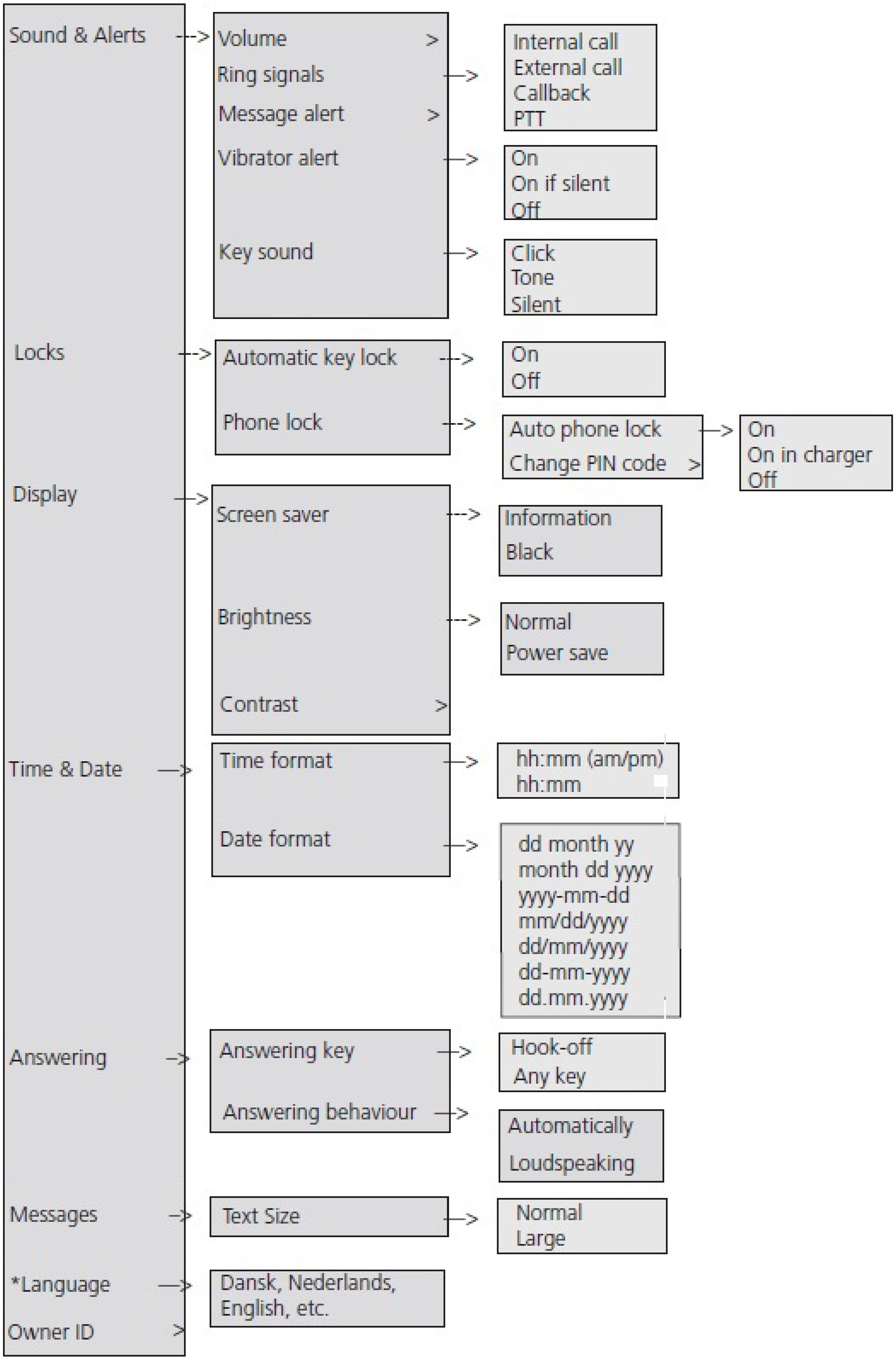
* Visible if defined in the PDM

Connections



You cannot unsubscribe a protected system using the System menu: use the Admin menu or the DECT system.

Settings

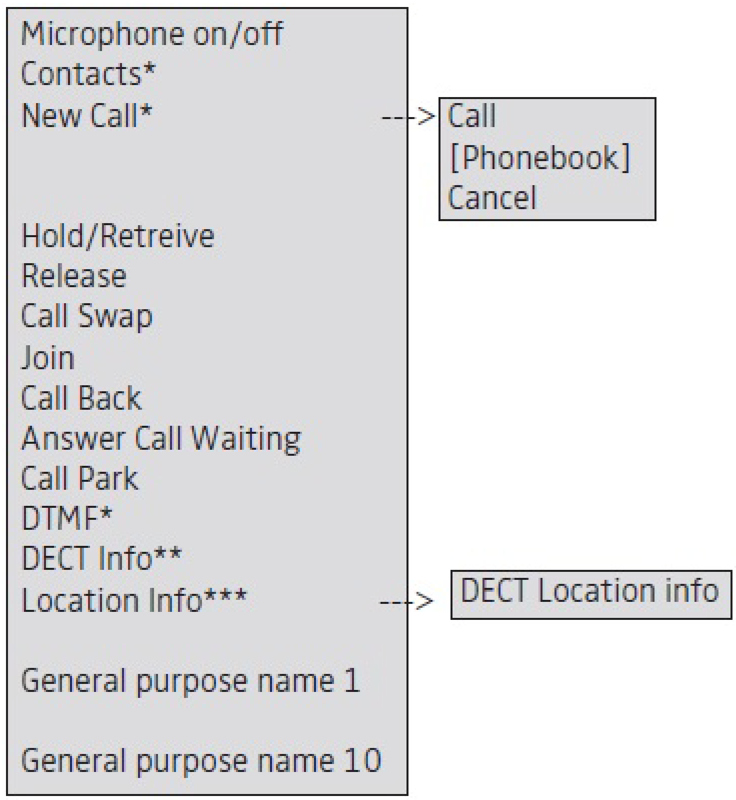

Sound & Alerts
Volume >
Ring signals
Message alert >
Vibrator alert
Key sound
Internal call
External call
Callback
PTT
On
On if silent
Off
Click
Tone
Silent
Locks
Automatic key lock
Phone lock
On
Off
Auto phone lock
Change PIN code >
On
On in charger
Off
Display
Screen saver
Brightness
Contrast >
Information
Black
Normal
Power save
Time & Date
Time format
Date format
hh:mm (am/pm)
hh:mm
dd month yy
month dd yyyy
yyyy-mm-dd
mm/dd/yyyy
dd/mm/yyyy
dd-mm-yyyy
dd.mm.yyyy
Answering
Answering key
Answering behaviour
Hook-off
Any key
Automatically
Loudspeaking
Messages
Text Size
Normal
Large
*Language
Dansk, Nederlands, English, etc.
Owner ID >

In Call

You access the In Call menu during a call by pressing the "More" soft key.

If the handset is configured via PDM/WSM, you can access a particular function in the In call menu directly by pressing the right soft key.

Note: If the handset is configured via PDM/WSM, you can call a pre-defined emergency number while the handset is locked or the keypad is locked. If calling from a locked handset, you can only access the Microphone on/off function in the In Call menu. However, you can access the entire In Call menu when calling from a handset with a locked keypad.



* Visible if enabled/defined in the PDM/WSM

** Visible if the Admin menu is activated. You require the DECT location license.

Additional In Call Functions

In addition to the default In Call functions, you can define 10 system specific codes for general purposes. See the *5603/5604/5607 Programmer and Installation and Maintenance Guide*.

Navigate the Menu

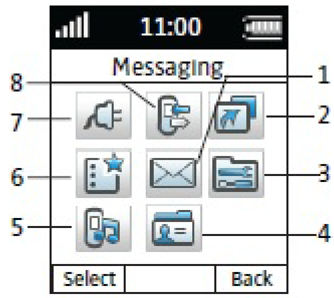


Figure 11: Main Menu

(1) Messaging	(5) Profiles
(2) Short cuts	(6) Services
(3) Settings	(7) Connections
(4) Contacts	(8) Calls

Connections Menu

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the "Select" soft key.

Headsets

In order to achieve optimal audio quality we recommend you specify a headset type: Mic on boom, Mic on cable or Hearing protection. Additional headsets[1] might be visible in the list.

To specify a headset type:

1. Select "Headset".
2. Select a headset type from list.
3. Press "Select".

System

Change System

Select “Automatic” or a specific system. If the handset is set to “Automatic” it selects a system according to the priority list. See “Priority” on page 46.

1. Only visible if the headset profile has been configured in the PDM/WSM.

Subscribe System

The handset can subscribe up to eight different systems. To subscribe a new system, you require the “Park:” (Portable Access Right Key) and “Ac:” (Authentication code) related to the system. Contact your system administrator for more information.

Note: The PARK code may not be required if there is no alien DECT system within the coverage area.

The IPDI code is a unique code which has been assigned to the handset. See “Admin Menu” on page 66.

1. Enter the menu by pressing the “Menu” soft key.
2. Select in the menu.
3. Select "System".
4. Select "Subscribe".
5. Press "Next".
6. Enter a System name (optional).

   If no system name is entered, the default name, such as System A or System B, will be used, depending on system name availability.
7. Press "Next".
8. Enter the PARK code (max. 31 digits).

   The PARK code may not be required if there is no alien DECT system within the coverage area.
9. Enter an AC code.

   The AC code length must be between 1 - 8 digits.
10. Press "Next".
11. An information text "Protection on?" appears.
12. Select "Yes" if the new system is to be protected.

You cannot delete a protected subscription from the System menu[1].

13. Press "OK" to search.

Unsubscribe System

1. Press “Menu”.
2. Select in the menu.
3. Select "System".
4. Select "Unsubscribe"[1].

1. It is not possible to unsubscribe a protected system via the System menu. The un-subscription must be made via the Admin menu or the DECT system.

5. Select the system to unsubscribe.
6. Press "Yes to unsubscribe the system.

Rename System

You can change the name of the system in the handset.

1. Select "Rename System".
2. Select a system to rename.
3. Enter new name.
4. Select "Save".

Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. You can edit this list and can set the systems in priority by moving them up or down in the list.

Note: This is used in combination with system set to be "Automatic", see “Change System” on page 44.

1. Select "Priority".
2. Select "Up" or "Down" to change the priority.
3. Select "Back" to save the priority.

In Charger

Redirect Calls While Charging

You can redirect calls to another extension when the handset is placed in the charger. Redirecting calls enables message absence. See “Messages Absence While Charging” on page 47 for more information. The function is automatically cancelled when the handset is removed from the charger.

Note: The extension where the calls will be redirected to is configured in the PBX.

1. Select “In charger”.
2. Select “Redirect”.

Switch off While Charging

When you place the handset in the charger it can be switched off while it is charging. When you remove it from the charger it will switch on again.

1. Select “In charger”.
2. Select “Switch off”.

Mute Handset While Charging

When you place the handset in the charger it can be muted while it is charging. When it is removed from the charger it will switch on the sound again.

1. Select “In charger”.
2. Select “Sound off”.

Log Off Handset While Charging

Note: This feature requires that the parameter "Phone mode" is configured. See the *Mitel 5604 Wireless Handset Configuration Guide.*

When you place the handset in the charger it can be logged off while it is charging. Call list and message list will be deleted when the handset is logged out. When it is removed from the charger you need to log on again.

1. Select “In charger”.
2. Select “Logout”.

Change Profile While Charging

When you place the handset in the charger it can change profile while it is charging. By default, the "Normal" profile will be activated. It is possible to change to another profile if configured. See “Profiles Menu” on page 57

1. Select "In charger".
2. Select "Change profile".
3. if required, select "Edit" to change the profile to be activated when the handset is placed in a charger.

Change Profile While Charging

1. Select “In charger”.
2. Select “No action”.
3. Press "Select" to save the setting.

Messages Absence While Charging

When you place the handset in the charger message absence can be enabled while it is charging. See also “Redirect Calls While Charging” on page 46. The function is automatically cancelled when the handset is removed from the charger.

When an application/system sends a message to a handset it will receive an indication that the handset is absent. If a handset is absent the application/system determines if the message will be sent to the handset or not, or redirected to another handset.

Note: If a message is sent from a handset it will not receive an indication that the recipient is absent.

1. Select “In charger”.

2. Select “Message Absence”.

Deactivate the Charging Mode

1. Select “In charger”.
2. Select “No action”.
3. Press "Select" to save the setting.

Calls Menu

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select in the menu, and press the confirmation button or the "Select" soft key.

Call List

The 25 last received, dialled or missed calls are stored in a call list. If a number occurs more than once, the last time stamp and the total number of occurrences are shown.

Note: If supported by the system, the number’s contact name can be displayed in the call list.

1. Select Call list, and step with the ▲ and ▼ to scroll in the list.

Dial a Number from the Call List

1. Select a number to call.
2. Press the "Call" soft key to dial.

View the Time of a Call

1. Press the "More" soft key.
2. Select "Time of call".

   The time and date are displayed.

Edit a Number from the Call List

1. Press the "More" soft key.
2. Select "Edit number".

Save a Number

1. Press the "More" soft key.
2. Select "Save number".

Send a Message

1. Press the "More" soft key.
2. Select "Send message".

Delete an Entry from the Call List

1. Press the "More" soft key.
2. Select an entry to delete.
3. Select "Delete".
4. Select "Yes" to delete the entry from the list.

Delete all Entries from the Call List

1. Press the "More" soft key.
2. Select "Delete all".
3. Select "Yes" to delete all the entries from the list.

Missed Calls

1. Select Missed calls, and step with the ▲ and ▼ to scroll in the list.
2. Press the "Call" soft key.to call back.

You can use the "More" soft key to view the time/date of the call, edit the received number, add contacts and delete received numbers. See “Call List” on page 48 for information about the functionality in "More" soft key.

Note: If supported by the system, the number’s contact name can be displayed in the call list.

Call Time

The total time of the previous call and last call appears.

1. Select "Call time".

Push to Talk

The Push-to-Talk (PTT) function enables a pre-defined group of mobile staff to participate in a call whereby they all listen to the group's call activity, typically in loudspeaker (Handsfree) mode. Participants press and hold a button in order to speak.

For PTT to function, the PTT-capable handsets in the PTT group must be configured on the Wireless Messaging Services (WSM) Gateway. Additionally, a conference bridge, such as Mitel's Audio & Web Conferencing (AWC) must be configured to support the PTT calls.

Two types of PTT calls can be made:

- PTT Voice Style (initiated by the handset)
- PTT Message Style (initiated by the system)

PTT Voice Style Calls (Handset initiated)

Each member of a PTT group is able to initiate a PTT call via a PTT request. This PTT Call request is typically programmed onto a soft key, hot key or multi-function button on the handset for quick access.

After a PTT Call request is made, the system invites the other members of the PTT group into the PTT call. The invitation typically barges onto the invited members' handsets following brief alerting of the incoming PTT call; manual PTT Call acceptance can be configured optionally.

After the PPT group members have received/accepted their PTT invitations, the system automatically dials them onto the configured conference bridge and they become active in the PTT call.

Note: Depending on the configuration, it may take 10 seconds or more for all members to be active on the PTT call from the time a user initiates a PTT request.

Note: Multiple PTT groups are supported; if a handset is a member in multiple groups, the PTT Groups can be programmed onto the handset menu to enable selection of the appropriate PTT group Call request.

Accept a PTT Invitation - Voice Style

The PTT invitation is indicated by a icon and is received as an incoming call. In the dialog window, a message containing maximum 24 characters can also be shown.

1. Press .
   The handset may accept the invitation automatically and start in inverted mute and loud-speaking mode, depending on the configuration of the received PTT invitation.
2. Press and hold the Mute button to open the microphone for transmitting.

   The microphone is muted again when the Mute button is released.

Reject a PTT Invitation - Voice Style

Press to reject the PTT invitation. The handset will return to the previously shown screen. See also"Re-join a PTT Group" on page 51.

PTT Message Style (System/Application Initiated)

This mode is typically used in conjunction with an application that triggers the PTT call based on a alarm or communication escalation.

Note: This method requires an additional Alarm Management Server (AMS) module.

Accept a PTT Invitation - Message Style

Note: This feature applies to the 5604 Services license only.

The PTT invitation is received as a message, can contain up to 1000 characters, and is viewed the same way as an ordinary message.

1. Press the "Call" soft key.
   The handset may accept the invitation automatically and start in inverted mute and loud-speaking mode, depending on the configuration of the received PTT invitation.
2. Press and hold the Mute button to open the microphone for transmitting.

   The microphone is muted again when the Mute button is released.

Reject a PTT Invitation - Message Style [2]

Note: This feature applies to the 5604 Services license only.

- Press the "Close" soft key to reject the PTT invitation.

  The handset will return to the previously shown screen. See “Re-join a PTT Group” on page 51.

Re-join a PTT Group

If a PTT invitation (PTT Voice Style) is rejected or missed, the PTT group can be dialed from the Call list or from Missed calls, respectively. The PTT invitation is indicated by the icon in the list. See “Call List” on page 48, or “Missed Calls” on page 49.

If a PTT invitation (PTT Message Style) is rejected, the PTT group can be dialed by selecting the message indicated by the icon in the Messaging inbox and pressing the "Call" soft key.

Call a PTT Group

Note: PTT group(s) must be defined in the PDM and Messaging Group(s) in WSM to be able to use this function. See the *Mitel 5604 Wireless Handset Configuration Guide*, and the *WSM Installation and Operation Guide*.

When calling a PTT group, the members in the defined PTT group will receive a PTT invitation as an incoming call (PTT Voice Style).

1. Press "Menu".
2. Select "Calls".
3. Select "PTT groups"[1].
4. Select a PTT group.
5. Press "Call", or the Off-hook key.

Short Cuts Menu

Predefined functions can be set as short cuts for the soft keys, hot keys, navigation keys, and the Multifunction button. For example, you can to define a soft key to make a call, as a short cut for sending a message, or as a short cut to a menu.

1. Only available if a PTT group is defined in the PDM/WSM.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the "Select" soft key.

Define a Soft Key

1. Select "Soft keys".
2. Select "Left", "Middle", or "Right".
3. Press "Select" to enter a name for the Soft key.
4. Press "OK".
5. Select "Function".
6. Press "Select" to select function for the soft key.
7. Select function from list.
8. Press "Back".
9. Select "Value" (applies only to some functions).
10. Press "Select".
11. Enter a value (for example, enter a handset number).
12. Press "Back".
13. Select "Control question".
14. Press "Select".
15. Press "Back".
16. Press "Save".

Define a Hot Key

1. Select "Hot keys".
2. Select "0", "2" to "9".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies only to some functions).
8. Press "Select".
9. Enter a value (for example, enter a handset number).
10. Press "Back".
11. Select "Control question".
12. Press "Select"

13. Press "Save".

Define a Navigation Key

1. Select "Navigation keys".
2. Select "Up", "Down", "Left", or "Right".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies only to some functions).
8. Press "Select".
9. Enter a value for example a handset number.
10. Press "Back".
11. Select "Control question".
12. Press "Select".
13. Press "Save".

Define the Multifunction or Alarm[1] Button

The Multi-function button can be defined with two different functions: a long press activates one function, and a double press activates another function.

1. Select "Multi-function button"/"Alarm button[1]".
2. Select "Long press", or "Multi press".
3. Select "Function".
4. Press "Select".
5. Select a function from list.
6. Press "Back".
7. Select "Value" (applies only to some functions).
8. Press "Select".
9. Enter a value (for example, enter a handset number).
10. Press "Back".
11. Select "Control question".
12. Press "Select".
13. Press "Save".

1. Applies to the 5604 Personal Alarm license only.

Services Menu

A list of predefined menu functions are available. Using the Services menu you can customize the menu with functions you use often.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the "Select" soft key.

Add a Service

1. Select "Add new".
2. Enter a name of the service in the field>
3. Press "OK"
4. Select a function by using the ▲ and ▼ on the navigation key.
5. Press "Select", or the confirmation button.
6. If necessary, enter values in the fields (applies only to some functions)
7. Press "Back".

Edit a Service

1. Select a service by using the ▲ and ▼ on the navigation key.
2. Press "More"
3. Select "Edit".
4. Edit the service parameters.
5. Press "Back".

Delete a Service

1. Select a service by using the ▲ and ▼ on the navigation key.
2. Press "More".
3. Mark "Delete" by using ▼ on the navigation key.
4. Press "Select".
5. Press "Yes" to delete the service.
6. Press "Back".

Messaging

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the "Select" soft key.

Inbox

1. Select "Inbox" to view the message list.
2. Select a message by using the ▲ and ▼ on the navigation key.

Reply to Sender

1. Select "View".
2. Select "Reply".
3. Enter text.
4. Select "Send".

Delete a Message

1. Select "More".
2. Select "Delete".
3. Select "Yes" to delete the message.

Forward a Message

1. Select "More".
2. Select "Forward".
3. Enter additional text if required.
4. Select "Send"
5. Enter number.
6. Select "Send" to forward the message.

Call a Sender

1. Select "View".
2. Select "More".
3. Select "Call Sender".

Call a Number in Text

1. Select "View".
2. Select "More".
3. Select "Call (No. in text)"[1].
4. Select a number from the list.
5. Select "Call"

Save a Number

1. Select "View".
2. Select "More".
3. Select "Save number".
4. Select "Work Number"/"Mobile number"/"Other number".
5. Press "Add".
6. Enter name for the contact.
7. Press "OK".
8. Press "Save". The number will be saved in the contact list.

Write a New Message

1. Select "Write new message".
2. Enter text, and press "Send". See also “Messaging” on page 26.
   It is possible to save the message and send it later by pressing the soft key "Back" and select "Yes". The message will be stored under Unsent messages.
3. Enter number, or press middle soft key to get number from contact list.
4. Press "Send".

Unsent Messages

1. Select "Unsent" to view the list.
2. Select message to edit/send.
3. Select "Edit", edit text and/or just select "Send".

Delete/Delete All

1. Select "More".
2. Select "Delete" or "Delete all".
3. Select "Yes" if the unsent message shall be deleted.

1. Only visible if the number consists of minimum 3 digits.

Sent Messages

1. Select "Sent" to view the list.
2. Select "View".

Forward a Message

1. Enter additional text if required.
2. Enter a number or press the middle soft key to open the phonebook.
3. Select "Send".

Delete a Message

1. Select "Delete".
2. Select "Yes" to delete the message.

Delete/Delete All

1. Select "More".
2. Select "Delete" or "Delete all".
3. Select "Yes" to delete the unsent message.

Profiles Menu

You can set up your own profiles for incoming calls, message alerts, vibrating alerts and key sounds. This can be useful when there are many users on the same handset and they want different sound profiles. It can also be used for temporarily settings, for example to silence the ring tone for incoming calls while in a meeting. You can readily switch between different profiles.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select  in the menu.

Add a New Profile

1. Press "Add new".
2. Enter name of the profile.
3. Select "Save".
4. Press "More"
5. Select "Add settings".
6. Select the settings to be added to the profile.
7. Repeat steps 3 to 6 to add additional settings.
8. Select a setting and press "Edit" to make the changes.

Create a Profile based on Another Profile

1. Press "Add new".
2. Enter a name for the profile.
3. Press "Save".
4. Press "More".
5. Select the profile from which settings will be used for the new profile.
6. Press "More".
7. Select an option to be added/imported/removed, if required.
8. Select a setting.
9. Press "Edit" to make the changes.

Delete a Profile

1. Select a profile from list.
2. Press "More".
3. Select "Delete" from the list.
4. Press "Delete".
5. Press "Yes" to confirm.

Edit a Profile

1. Select a profile from list.
2. Press "More".
3. Select "Edit" from the menu.
4. Select the information to be edited.
5. Press "Edit".
6. Perform any of the following options:
   - Edit a setting by marking it and then press "Edit".
   - Add additional settings by pressing "More" and selecting "Add setting" or "Import from".
   - Remove a setting by selecting it and selecting "More > Remove setting".
7. Make changes.
8. Press "Save" to confirm.

Contacts Menu

The handset has a local phonebook with 250 entries: you can add, delete, or edit names and numbers. The phonebook lists all names in alphabetical order. three numbers can be added for each contact: work number, mobile number, and other number.

In addition, you can download a company phonebook to the handset via the PDM/WSM. See “Software Upgrade and Additional Features” on page 67. You cannot edit or delete the company phonebook names and numbers. The phonebook lists all names in alphabetical order. The local and company phonebooks appear in the same list but the company names are indicated by a “Locked entry” icon 🔒 in front of the name. The contact will include only the work number. See “Dial a Number from the Company Phonebook” on page 17 for more information.

You can also access a central phonebook[1]. See “Dial a Name from the Central Phonebook” on page 17. You send a request to a messaging server with the first characters entered and the messaging server returns a list of names and numbers that matches the search.

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select [contacts icon] in the menu. See “Contacts” on page 37.

Call a Contact

1. Select "Call contact".
2. Select contact from the list or enter name or number in the search field.
3. Press the "Call" soft key.

You can select "View" > "More" to edit the contact and send a message.

Add a Contact

1. Select "Add contact".

Add a New Contact

1. Select "New".
2. Select "Add".
3. Enter the name of the contact.
4. Press "OK".
5. Select "Work Number"/"Mobile number"/"Other number".
6. Press "Add".
7. Enter a number.
8. Press "OK".
9. Press "Save".
10. Press "Back".

Different ring signals can be set to distinguish between contacts.

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1. This is a system dependent function.

Add from the Call List

1. Select "From call list".
2. Select a number.
3. Press "Add".
4. Select a number type.
5. Press "Select".
6. Press "Add", and enter name for the contact.
7. Press "OK".
8. Press "Save".

Edit a Contact

1. Select "Edit contact".
2. Select a contact.
3. Press "Edit" twice.
4. Enter a new name/number.
5. Press "OK".
6. Press "Save".

Delete a Contact

1. Select "Delete contact".
2. Select a contact.
3. Press "Delete".
4. Press "Yes" to confirm.

Central Phonebook

In the Central Phonebook it is possible to search by name or number.

When the search result is ready you can view contact information, add the number to new contact, or send a message by selecting the "More" soft key. You can also call the number by selecting the "Call" soft key.

- Select "Central phonebook".

Search by Name

1. Select Search by name.
2. Enter a first name and/or a last name.
3. Select "Search".

   The search result appears.

Search by Number

1. Select "Search by number".
2. Enter a handset number.
3. Select "Search".

   The search result appears.

View Last Search Result

1. Select "Last result".

   Only the last result appears.

Settings Menu

1. Enter the menu by pressing the “Menu” soft key, or the confirmation button on the Navigation key.
2. Select in the menu. See “Settings Menu” on page 61.

Sound and Alert Settings

Adjust the Ringer Volume

1. Select "Sound & Alerts.
2. Select “Volume”.
3. Step with ▶ to increase the volume and with ◀ to decrease it.
4. Press "Back" to save the setting.

Set Ring Signals for Internal Calls, External Calls and Call Backs

1. Select “Sound & Alerts”.
2. Select “Ring signals”.

You can set different signals for internal calls, external calls and call backs.

3. Select "Internal call", "External call", or "Callback".

   The handset has 14 different ring signals.

4. Select a sound.

   You can press "Play" to listen to the different sounds.

5. Press "Back".

Set Message Alerts for Mail

1. Select "Sound & Alerts.
2. Select “Message alert”.

   You can select from 8 different message alerts. See “Settings Menu” on page 61.

3. Select message alert from list.

   You can press "Play" to listen to the different sounds.

4. Press "Back".

Turn the Vibrator On/Off

1. Select "Sound & Alerts.
2. Select “Vibrator alert”.
3. Select “On”, “On if silent” (that is, the vibrator is on when the handset is muted), or “Off”.
4. Press "Back".

Set the Key Sound

When you set the sound key, every time a key is used the handset produces a faint sound.

1. Select "Sound & Alerts".
2. Select “Key sound”.
3. Select “Silent, “Click”, or “Tone”.
4. Select a key sound.
5. Press "Back".

You can listen to the key sound by pressing the "Play" soft key.

Phone Lock Settings

Activate the Automatic Key Lock

1. Select “Locks”.
2. Select "Automatic key lock".
3. Select "On" to activate the automatic key lock.

Note: You can answer/close an incoming call and/or press the alarm button while the keypad is locked. If configured in the PDM/WSM, you can call an emergency number while the keypad is locked. See the *Mitel 5604 Wireless Handset Configuration Guide.*

Activate the Phone Lock

You can protect a handset from unauthorized use. If the Activate phone lock function is activated you must enter a PIN code at power on, or when the handset is placed in a charger. The phone lock is activated when the handset is placed in the charger. The default phone lock code (0000) can be changed to any 4 -8 digit code.

Note: If configured in the PDM/WSM, you can call an emergency number while the handset is locked. See the *Mitel 5604 Wireless Handset Configuration Guide.*

1. Select “Locks > "Phone Lock" > “Auto phone lock”.
2. Select “On”, or "On in charger".
3. Enter a PIN code.

4. Press "OK".

If the PIN code is forgotten it can be removed by your distributor.

Deactivate the Phone Lock

1. Select “Locks > "Phone Lock" > “Auto phone lock”.
2. Select “Off”.
3. Enter a PIN code.
4. Press "OK".

Change the PIN Code

1. Select “Locks > "Phone Lock" .
2. Select "Change PIN code".
3. Enter the old PIN code.
4. Press "OK".
5. Enter a new PIN code twice.
6. Press "Save".

Display Settings

Screen Saver

1. Select “Display”.
2. Select “Screen saver”.
3. Select “Information”, or “Black”.

   Selecting "Information" displays time and status information. The display turns off when the handset is not used.
4. Press "Back".

Brightness

1. Select “Display”.
2. Select “Brightness”.
3. Select “Normal” or “Power save”.
4. Press "Back".

Contrast

1. Select “Display”.
2. Select “Contrast”.
3. Increase/decrease the contrast by pressing ▲ and ▼ on the Navigation key.
4. Press "Back".

Time and Date Settings

Set a Time Format

1. Select "Time & Date".
2. Press "Select".
3. Select a time format.

   The actual time format will be displayed. The time formats include:

   - 12:00 (AM/PM)
   - 24:00
4. Press "Select" to save the setting.

Set a Date Format

1. Select “Time & Date”.
2. Press "Select".
3. Select “Date format”.
4. Press "Select".

   The date formats include:

   - DD/MM/YYYY, i.e 17/09/2011 (also called Europe)
   - MM/DD/YYYY, i.e. 9/17/2011 (also called US)
   - YYYY-MM-DD, i.e. 2011-09-17 (ISO 8601)
   - MMM DD YYYY, i.e. Sep 17 2011
   - DD MMM YY, i.e. 17 Sep 11
   - DD.MM.YYYY, i.e. 17.09.2011
   - DD-MM-YYYY, i.e. 17-09-2011
5. Press "Select" to save the setting.

Answering

By default the handset uses the Off-hook key when answering calls. You can configure the handset to answer calls automatically (without pressing a key) and can set loud-speaking mode. You can associate the answering behavior with any key. If you select "Any key", any key except the "On-hook" and "Sound off" keys, can be used to answer a call.

1. Select  in the menu. See “Settings Menu” on page 61.
2. Select “Answering”.

Answering Key

By default the answering key is set to *Hook-off.*

1. Select "Answering key"
2. Select "Hook-off" or "Any key".

3. Press "Back" to save the setting.

Press "Back" to save the setting.

Answering Behaviour

1. Select "Answering behaviour".
2. Select "Automatically" and/or "Loudspeaking".
3. Press "Change" to change the setting.

   The check box will be selected.
4. Press "Back" to save the setting.
5. To optionally remove the setting, press "Change".

   The check box will be cleared.

Change Text Size for Messages

1. Select "Messages".
2. Select "Text size Normal".

   The default text size is "Normal".
3. Select "Normal" or "Large".
4. Press "Back".

Change the Menu Language

1. Select “Language”.
2. Select the laungague to be used: Brazilian Português (Brazilian Portuguese), (Czech), Dansk (Danish), Deutsch (German), English, Español (Spanish), Français (French), (Greek), (Hungarian), Italiano (Italian), Nederlands (Dutch), Norska (Norwegian), (Polish), (Russian), (Slovakian), Soumi (Finish), Svenska (Swedish), or (Turkish).
3. Press "Back".

Note: The languages mentioned above are the default languages. . You can download an additional language to the handset. See “Software Upgrade and Additional Features” on page 67.

Change the Owner ID

The Owner ID is set to identify the handset.

1. Select "Owner ID".
2. Enter a name/identity.
3. Press "Save".

Advanced Functions

Admin Menu

The handset has a hidden menu for system administrators. See the *Mitel 5604 Wireless Handset Configuration Guide*.

The Admin menu contains:

- Software and hardware information, licence information, IPEI/IPDI, and User ID
- DECT link and system information
- DECT location information[1]
- Centralized Management status
- Site survey tool
- Licence upgrade menu
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option

For quick access to the Device Information (DI) menu in idle mode, press the keys containing *#**DI**# (that is *#34#). For quick access to the IPEI/IPDI, press *#06# in idle mode. See the table below.

Information	Code
Software version	*#34#
Hardware version	*#34#
License information	*#34#
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

Clear Lists in Charger

Via PDM/WSM it is possible to set a parameter that will clear messaging lists and call lists stored in the handset. When the parameter is activated and the function has been downloaded to the handset, the lists will be deleted when the handset is placed in the charger. This can be useful during administration of handsets for new users. See the *Mitel 5604 Wireless Handset Configuration Guide*.

1. This feature applies to 5604 DECT Location license only.

System Handling

Software Upgrade and Additional Features

You can upgrade the software and features of the 5604 handset using the PDM or the WSM. See the *Portable Device Manager (PDM) Installation and Operation Guide* or *WSM Installation and Operation Guide*.

Examples of additional features that can be downloaded/configured via PDM/WSM:

- Company phonebook
- Downloadable languages
- Customizing the Menu Tree
- Licences[1]

See the *Mitel 5604 Wireless Handset Configuration Guide* for more information.

To view the handset's software version, enter *#34# in idle mode.

1. The licence(s) can also be added via the Admin menu in the handset.

Troubleshooting

This section contains information on how to solve common operational problems and warnings you may receive. If you cannot resolve the issue contact your system administrator. If others are experiencing similar problems there may be a system error.

Operational Problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the handset is defective.	Charge the battery or contact system administrator.
No ringing	The sound off icon is on, or the ringer volume set to silent, or the handset is defective.	Long press the Sound off key, increase volume, or contact the system administrator.

Error or Warning Messages

Display shows	Probable cause	Action or comment
No access	The network is in range but there are no access rights.	Switch off the handset and then switch it on again or contact your system administrator.
No System. The handset beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The handset is out of coverage or handset is defective.	Stop the beep with the Sound off key and go into range. **Note**: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. or contact the system administrator.
SERVICE NEEDED Parameters corrupt	The handset is defective.	Select the reset option on the middle soft key if available. If no reset option is available or fault does not resolve the issue the handset needs repair.
SERVICE NEEDED Invalid IPDI **Note**: This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Enter PIN code	The handset’s lock is activated.	Enter the required PIN code. If the PIN code is lost enter a new one via PDM or do a factory reset via the PDM.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment	The phonebook does not respond, not available at the moment.	Try again later. If the fault persists do a factory reset via the Admin menu or PDM.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via the PDM.
Could not encrypt connection	The parameter "Encryption Required" is enabled in the handset in combination with; 1. Un-encrypted base station(s); and/or, 2. Unsupported base station(s).	1. Disable the "Encryption Required" parameter in handset; and/or, 2. Enable the encryption in the base station(s); and/or, **Note:** If base station(s) is used, the software version must be 3.1.x or later. 3. Use supported base station(s). Ask your supplier.

LED Error Indications

See also “LED Indications during Easy Replacement” on page 75.

LED is flashing red, quick flash, (100 ms on, 800 ms off)

1. If a third handset, that is another handset than the "old" (the replaced handset) and "new" (the replacement headset) handset, is inserted into the charger during Easy Replacement, this error indication appears. Change to the correct handset.
2. The charger has found that Easy Replacement does not work. Change back to the "new" handset.

LED is flashing red, long flash (800 ms on, 100 ms off)

Error during Easy Replacement. *Both* telephones need to be sent for service.

Operation Notice

Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

Operating Area

You can only use the handset in the area that is covered by your system. Outside this area you will loose contact with the system. The signal strength icon will be low and “Searching” will appear.

Out of Range

When you leave the system's coverage area a short beep will sound and the text “Searching” will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. You can turn off the sound by long pressing , or .

When re-entering the coverage area it can take a couple of minutes before the handset automatically registered with the system.

Maintenance

Maintenance of Batteries

Battery Warnings

	The "Low battery" icon appears when the battery has 10% or less remaining capacity. In addition; a warning signal sounds every minute, the LED flashes orange, and the dialog window shows "Battery low". "Charge now" appears.
	The "Empty battery" icon flashes when the battery has 5% or less remaining capacity. In addition; a warning signal sounds every second, the LED flashes red, and the dialog window "Battery empty. Shutting down." appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, the warning signal can be silenced by pressing or .

Charge the Battery

Place the handset in the desktop charger or in the rack charger. The battery is being charged when the LED on the handset is steady orange. When the battery is fully charged the LED will be green.

An animated battery icon appears in the display and indicates the battery is charging. A filled battery icon indicates a fully charged battery.

Note: Only use the prescribed chargers for charging.

Charge Spare Batteries

Spear batteries can be charged with a separate battery pack charger. It can charge six batteries at the same time.

Replace the Battery

If the standby time for the handset becomes too low you must replace the battery with a new one. Contact your system administrator or your supplier to obtain new batteries.

Attach the battery as described in the following illustration. You attach the battery inside the battery lid. It is connected it to the handset in such a way that "no miss-contact" is possible.

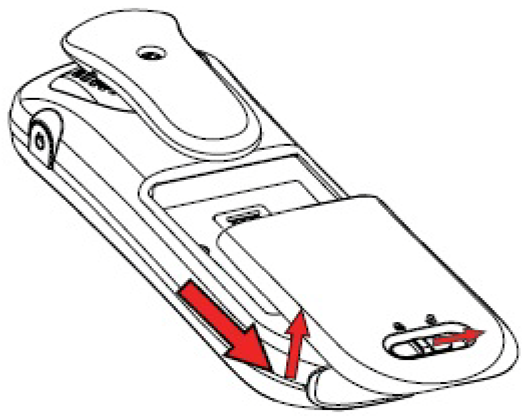


Figure 12: Easy Replaceable Battery - Unlock the Lid and Remove the Battery

Easy Replacement of Handset

Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display. The easy replacement procedure is done via the handset display and the 5603/4/7 Programmer, or the rack charger.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset.

The following settings are not replaced during the easy replacement:

- Call list
- Messages
- License(s)[1]

Before Starting the Easy Replacement Procedure

1. Check that both the old handset (that is, the handset to be replaced) and the new handset (that is, the replacement handset) are of the same device type (5604).

   Note: It is possible to perform Easy Replacement between different licenses (that is; 5604 Standard, 5604 Services, 5604 Personal Alarm, and 5604 Dect Location). The new handset's license is not replaced by the old handset's license during the procedure[1].

2. Make sure that the handset batteries are charged before starting the easy replacement procedure.

1. A license (that includes the handset variant and/or license dependent features) can be moved to another handset using PDM/WSM.

3. Switch off the **new** handset by long pressing .

Easy Replacement Procedure

During the Easy Replacement procedure, the LEDs of the handset and the charger follow the same LED indications. This means that if the old handset has a broken display, the LED indications on the charger and on the handset can be used to follow the replacement procedure. Before and after easy replacement, the LEDs may have different LED indications. For more details, see “LED Indications during Easy Replacement” on page 75.

IMPORTANT: Never remove a handset from the charger until the instructions in the display or the LED tells you to do so. (See the status on the LED if the display is broken). If an error is indicated you may be able to remove the handset. See the *Mitel 5604 Wireless Handset Configuration Guide* for further instructions.

After you place the old handset in the charger, you must place the new handset in the charger, regardless of whether the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need servicing.

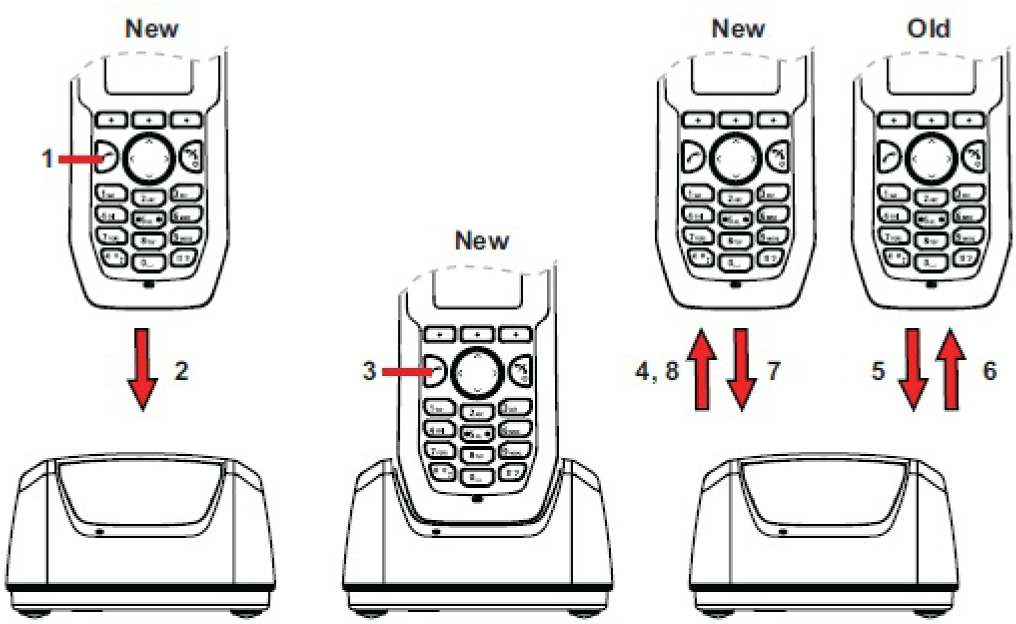


Figure 13: Easy Replacement using the 5604 Programmer

1	On the **new** handset, press and hold **Note:** Do not release until you are instructed to do so.
2	Put the new handset in the charger.

3	When the text "Start phone replacement?" appears, release  . Press "Yes" (left soft key). The text "Follow the instructions. Each step can take several minutes." appears. Press "OK"(left soft key).
4, 5	When the text "Please insert old phone in charger" appears, replace the new handset with the **old** handset. The handset can either be switched on or off. **Note:** If the rack charger is used, the **same** charging slot has to be used for both handsets. The handset will be restarted and after a few seconds. The text "Saving settings. Do not remove phone from charger" appears. The charger LED changes to slow orange flashing.
IMPORTANT: Do not remove the handset while the text "Saving settings. Do not remove phone from charger" appears. It may take several minutes.	
6, 7	When the text "Please insert new phone in charger" appears, replace the old handset with the **new** handset. The text "Restoring settings" appears.
IMPORTANT: Do not remove the handset while the text "Restoring settings" appears	
8	When the text "Phone successfully replaced. Please remove phone to restart." appears, remove the handset from the charger. The handset is automatically restarted.

LED Indications during Easy Replacement

The following table shows the LED indications that are used for the 5604 and the charger during the easy replacement procedure.

LED indication	Description
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement
Orange, flashing (100 ms on, 800 ms off)	“Change phone” indication during Easy Replacement
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back old handset in charger
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for *both* handsets

See also “Troubleshooting” on page 68.

Attach the Hinge-type Clip

Attach the hinge-type belt clip as described in the illustration below.

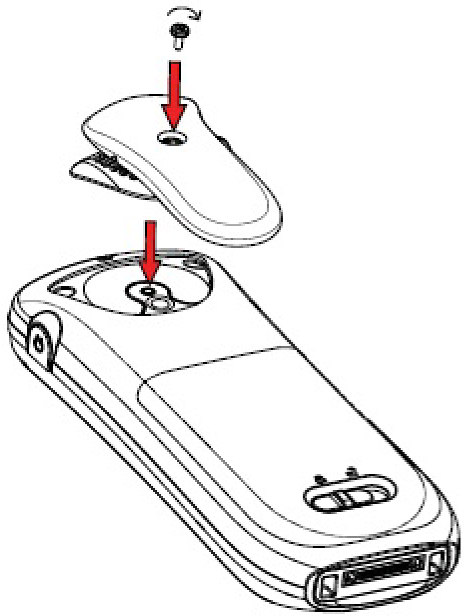


Figure 14: Screw the Hinge-type Clip into Position

Attach the Swivel-type Clip

Attach the swivel-type belt clip as described in the illustration below.

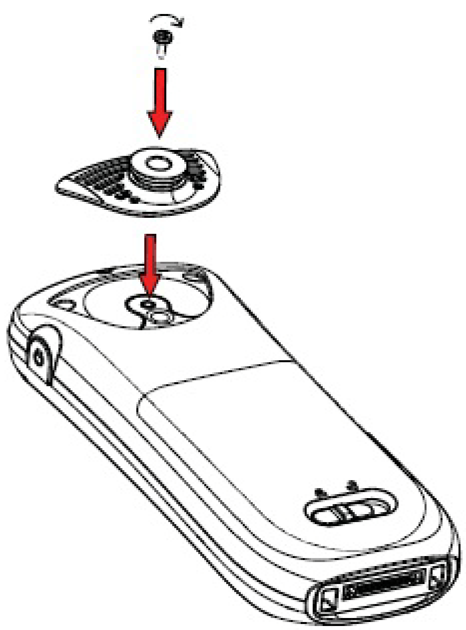


Figure 15: Screw the Swivel-type Clip into Position

Attach Cover for No Clip

Attach the enclosed cover as described in the illustration below when no clip is to be used.

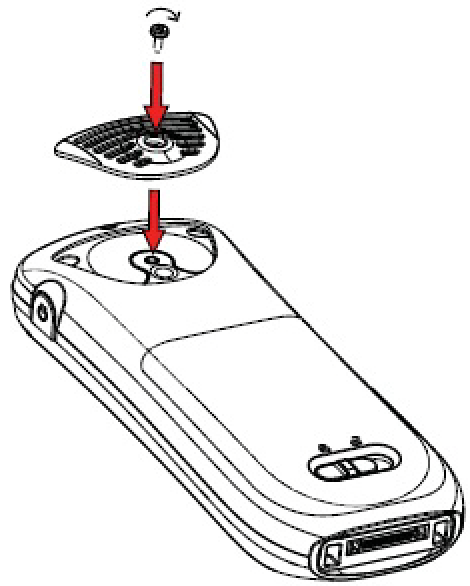


Figure 16: Screw the Cover into Position

Related Documents

- Data Sheet, Mitel 5604 DECT Handset
- Mitel 5604 Wireless Handset User Guide
- Mitel 5604 Wireless Handset Quick Reference Guide
- Mitel 5604 Wireless Handset Configuration Guide
- Installation and Operation Guide, Portable Device Manager (PDM), Windows Version
- Installation and Operation Guide, WSM

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